**Volunteer Rules and Regulations Policy of Fort Drum Thrift Shop Inc.**

* Volunteer hours are between 8:45am and 3:00pm, as your schedule permits. All hours must be logged into VMIS on a monthly basis. ([www.myarmyonesource.com](http://www.myarmyonesource.com))
* After 12 hours of volunteering, your consignor account will be changed to 10% commission. If you do not volunteer 12 hours a month, your account will be changed back to 30% commission until you reach the required 12 hours.
* Volunteers should work on their consignments before the store opens or after 1:30pm. **This time does not count towards your volunteer hours**. If it is determined that a volunteer is using volunteer logged hours to work on their consignments the commission will **automatically** be changed back to 30%.

* Volunteers and employees may consign 22 items per day. You may only re-consign an item one time, then the item must be removed from the store for 90 days. Volunteers and Employees must also be sure to abide by the Weekly Restriction List, unless cleared by management.
* Reduction to consigned items must be recorded on the “Reduction by Owner Log”
* Withdrawals may be done on or before the expiration date of any consigned items, but must be done prior to 1:00pm.
* All withdrawals must be done by a member of management. **There are NO exceptions!**
* Volunteers and employees have first pick of the newly consigned items and donated items. If you wish to purchase a new item, write your name on a blank piece of paper and place the item on the table in Break Room. If multiple people want the same item, a drawing will be done by management at closing*. Do not write your name on any ticket of items you wish to purchase use a blank piece of paper*.
* Volunteers, Board Members and employees will receive 50% off of Thrift Shop Property (TSP) items. Excludes “E” coded Items and Bag Sales. If an item isn’t priced, a member of management will price the item and then give you an additional 50% off, unless item is going to be “E” coded.
* Volunteers, Board Members and Employees will receive 50/50 off of sale (TSP) items and the normal sale amount for “E” coded items. Excludes Bag Sales
* Any item that is deemed unsellable and is going to be donated to a charity, can be purchased for .50 an item.
* Items may not be hidden. All items must be in view of all volunteers and employees, so everyone has an opportunity to see all new items.
* All new consignments/donation items (current month color) cannot be purchased prior to 1:00pm. All volunteers/employees need the opportunity to view all items prior to drawing at end of day. If you need to leave prior to 1:00pm and want to purchase those items, please see a member of management.
* All consigned items must be paid for weekly. Donation items can be paid for by the last business day of the month. After you decide to buy the items place item in a bin that has been designated “your bin”. You must have 12 hours monthly to have a bin. If you have less than 12 hours a month, you must pay for all items by end of business day daily.
* Please DO NOT leave tickets, claimed items and money in the cashier area. This causes confusion and errors. Everyone must stand in line to purchase all items. Please have all purchases completed by 1:45 to reduce backup of cashier at end of the business day.
* Please check each consignor’s military ID (or a picture ID for non military consignor's) prior to giving out ANY information on their account. We do not answer questions regarding consignor’s accounts over the phone.
* Lunch Breaks for employees are taken between 12:00-12:30 and 12:30-1:00. Feel free to bring a lunch or grab a snack with our employees during this time. Please be courteous to everyone and clean up after yourselves.
* Volunteers are not authorized to assist with the carrying or loading of heavy items purchased by customers.
* Volunteers are not authorized to price donated items without the permission of management.
* Volunteers are not allowed to give price reductions to customers.
* When in doubt on any procedures, policies, or concerns, please ask a member of management.
* Volunteers must be a valid DOD ID card holder.
* Before giving out information to a customer/consignor, **PLEASE** ensure its accurate information.

Volunteer Child Care Policy for the Fort Drum Thrift Shop, Inc.

Child Care costs are paid/reimbursed by VSF (Volunteer Support Fund). The Fort Drum Thrift Shop Inc. will in no way be held liable for any cost of volunteer child care. Any volunteer who wishes to use this benefit must:

* Abide by all VSF policies
* Be registered in VMIS
* Assure that all volunteer hours are logged daily (Volunteer Hour Log Book and VMIS)
* Assure that all time sheets for child care are signed by management daily.

Thank you for coming and volunteering at the Fort Drum Thrift Shop your help is greatly appreciated!

Revised 11/2016