[THIS IS A DRAFT]

Accepting and Processing Donations

PURPOSE

The purpose of this procedure is to outline the various tasks and responsibility for the acceptance and processing of donations within the production room.

SCOPE

This procedure applies to all Thrift Store Employees, Work Force Development Personnel and Volunteers

PROCEDURE

1-1 ACCEPTING DONATIONS

1-1-1 ACCEPTANCE PROCESS

1. Greet donors at donation door and thank them for their donation.
2. Politely do a quick scan of donations for acceptable/unacceptable items using SVdP donations guidelines in Section 1-1-2.
3. Give donor donation receipt and thank them, again, for their donation, and invite them to come back again.
4. Do pre-sort of donations and take acceptable items to the proper stations.
5. Items that are unacceptable during the pre-sort are to be disposed.

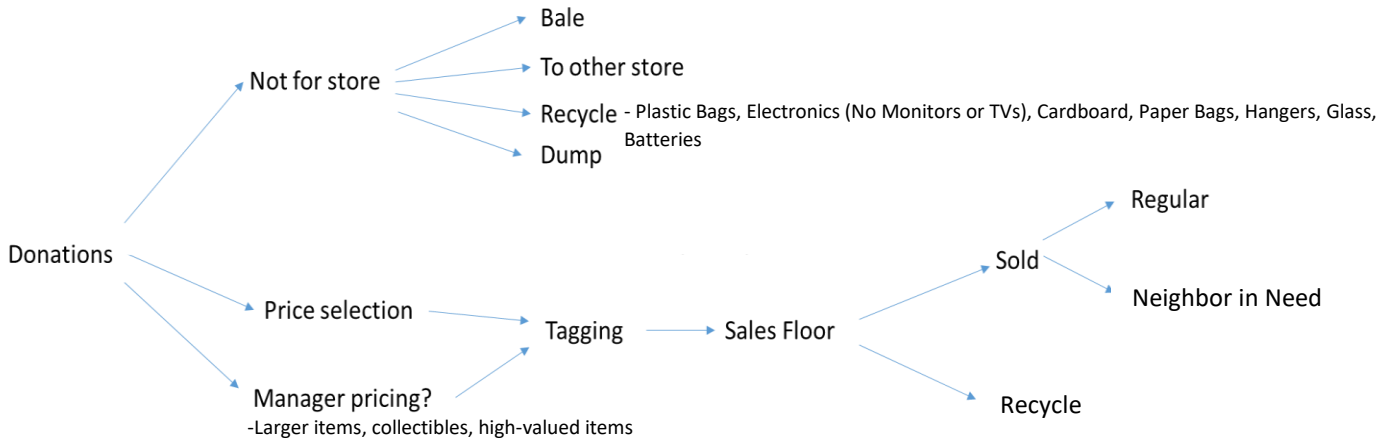


Fig. 1 Donations Process Flow

1-1-2 ACCEPTABLE/UNACCEPTABLE DONATIONS

This is a comprehensive list of acceptable items; but may change from time-to-time as warranted.

Acceptable:

St. Vincent de Paul welcomes donations of clean, gently used items including:

- Area rugs not larger than 8'x10'
- Books (No encyclopedias, textbooks, library books, outdated manuals)
- CD's, DVD's, records (No videotapes or audio cassettes)
- Clothing and accessories such as shoes, belts, purses, hats, ties, scarves, jewelry, undergarments (only in original packaging or brand new with tag)
- Electronics
- Exercise equipment (weights, bands, small stair stepper)
- Furniture
    - Bookshelves
    - Couches, coffee tables, lamps, household furniture (No oversized furniture such as China hutches, executive desks, entertainment centers)
    - Dinette and Dining Room sets
- Home décor & Housewares (No used candles)
    - Artwork, picture frames
    - Ceramic dishes
    - Dishes, glasses, utensils, cutlery, and kitchen gadgets
    - Holiday decorations and costumes
    - Pots, pans, and other kitchen cookware
    - Small appliances
- Hygiene products (unopened)
- Toys in good condition
- Sporting goods – golf clubs (for consignment), tennis racquets, baseball gloves, etc. (No helmets of any kind and no lifejackets)
    - Bicycles
- Religious articles
- Tools
- Towels, sheets, blankets, and bedding (only new mattress pads), tablecloths, napkins, placemats, throw pillows
- Travel Items (suitcases, duffel bags, briefcases, backpacks)

Unacceptable:

We do not accept these donations including but not limited to the below list.

A list of Unacceptable Items should be posted at the donation station.

- Beds (No mattresses, box springs, bed frames, headboards or footboards)

- Curling irons or hair dryers
- Dirty or soiled items
- Food products for humans or animals
- Gas-powered lawn tools (No lawn mowers, weed whackers)
- Hair accessories (No combs, headbands, scrunchies, hair bows unless new in original packaging)
- Hazardous materials including but not limited to propane, gasoline, paints, fluorescent light bulbs, oil lamps, chemicals, fertilizers
- Items that need installing (such as light fixtures)
- Large furniture (entertainment centers, TV armoires, China hutches, executive desks)
- Large sports equipment (No weight systems, treadmills, exercise bicycles, or other gym equipment)
- Non-working, broken or badly worn items
- Trash compactors
- Used mattress pads or bed pillows
- Weapons

Federal and/or state law prohibits resale or requires permits in our state:

- Infant/toddler furniture (cribs, strollers, car seats, bounce seats, play mats / jungle gyms, child gates, anything with a warning label)
- Medical equipment (CPAPs, oxygen equipment, monitors, imaging systems, wheelchairs, walkers, canes)

1-1-3 SCRIPTS FOR COMMUNICATING WITH DONORS/SHOPPERS

To welcome and greet customers and donors:

1. Good morning/Good day welcome to St. Vincent de Paul Thrift Store, how may I help you?
2. Welcome to St. Vincent de Paul Thrift Store!
3. Hi. Welcome to St. Vincent de Paul. How may I help you?

To accept donations:

1. Thank you for your donations. They look great!
2. Your donation is highly appreciated!
3. Thank you for your donation!

To thank customers and donors:

1. Ask customer or donor if they'd like a receipt for their purchase or donation.
2. We highly appreciate your interest in helping us!
3. We thank you for coming and supporting our mission of helping people in need!
4. Thank you for your donation!

To explain services:

1. Your donations will help us prevent homelessness and aid low-income individuals and families.
2. Your donations will support our various ministries.
    i. Such as Motel-2-Home, Car Repair Program, Mattress Program, utilities and rental assistance.
3. Our mission is to help those in need! Your donations will help us meet our mission.

To resolve customer issues when unable to accept donations:

1. We are only able to accept donations we can resell in our store to provide for our programs or give free of charge to individuals/families in need.
2. Occasionally, due to certain circumstances, such as being overwhelmed with specific types of donations, donation condition issues, recalls, etc. we need to be diligent as far as donations being acceptable for sale or for those in need.
3. **Be sensitive to handling donations in the donor's presence.** All donors and donations should be managed with respect. If in doubt or if donor is unhappy, accept the merchandise.

To say goodbye:

1. Thank you for your donations!
2. Thank you for visiting St. Vincent de Paul!
3. Thank you for your donation, please visit us again!

2-1 SORTING DONATIONS

2-1-1 CLOTHING

1. Sort clothing into the appropriate sorting container, i.e., women's tops, women's bottoms, men's tops, men's bottoms, etc.
    a. All clothing must be in a usable condition for pricing and placement on the sales floor.
2. The following are sorting guidelines for clothes that are not acceptable for selling:
    a. Rips
    b. Stains, especially blood and urine
    c. Odor
    d. Severely faded clothing
    e. Missing buttons
    f. Broken or missing zippers
    g. Check armpit areas for stains
    h. Check crotch area for rips/stains
    i. No underwear unless new in package or with store tag
    j. Overstretched elastic waistbands
    k. Dog and cat hair
    l. Pilling
    m. Business and school logos (except for college/university and professional teams)

n. Inappropriate wording, slogans, and graphics

Clothes that are in an unsellable condition go into recycling.

Please refer to **Sorting Training Video** by scanning the QR code on the sorting table, or by clicking on the link on the tagging station computers. The link is also provided here: https://youtu.be/hUt1qr6IVUE?si=Bzn0a-wDdsgrPx9p.

2-1-2 FOOTWEAR

1. All footwear should be wearable, clean, dry, and free of mildew, grease, grime, water, or heavily stained.
2. All footwear must be paired with either rubber bands or shoestrings tied together.
3. Remove shoes with tears, badly worn soles, extreme wear, single shoes, and place in black plastic bag for recycling with Planet Aid. (When clearance shoes are removed from sales floor, remove store tag before placing them into recycling.) ***Note: Do not combine with clothing*** (Reference SP-003)
4. Place rubber band around paired, acceptable shoes in the appropriate area for later pricing.

2-1-3 LINEN

1. Sort through donated linens and towels.
2. Remove linens/towels with rips, stains and badly worn.
3. Place useable items in the recycling.
4. Fold linen and place in bin for later pricing and hanging.
5. Determine size of linens (twin, full, queen, king).
6. Secure set with masking tape and mark size on tape.

2-1-4 JEWELRY

1. Any jewelry donations should be taken to the office to be priced by our Store Manager, Team Leaders, or Jewelry Specialist.
2. Check all donated jewelry and separate costume from higher value jewelry.
3. Jewelry that is in poor condition or missing pieces may be resold in bulk to customers in-store.
4. Clean and price all jewelry.
5. High value jewelry should be thoroughly for price determination.

3-1 PRICING GUIDELINES

All donations are to be sorted, processed and priced. Unpriced merchandise must always remain in the production room or manager's office until being put out for sale on the sales floor. Donations in the office are often high-end merchandise, jewelry or collectibles. Once researched and priced, the manager should tag and place item on the sales floor or in the locked glass case. (If in locked glass case, item should have a white tag.)

3-1-1 DEFINING GOOD, BETTER, BEST FOR PRICING

(Option 1)

- **Good:** Items were used, have minor scratches, no stains, no holes, no pet hair, no tears, no missing buttons.
- **Better:** Items were barely used, no scratches, no stains, no holes, no pet hair, no tears, no missing buttons.
- **Best:** Items are like new, no scratches, no stains, no holes, no pet hair, no tears, no missing buttons.
- **Exceptional:** Items are brand new, purchase tags are still attached, never used, no scratches, no wear and tear.

Note: Type "As Is" on tag if the item can be resold based on its brand but has a minor imperfection. (Example: Company Store comforter had a small bleach stain on the backside. This is a high-end item but can still be resold.)

Note: 90-95% of all merchandise should be priced with "Better" pricing.

4-1 PRICING MERCHANDISE

4-1-1 CLOTHING

1. Use pre-set prices on tagging machine to print hang tags.
    i. Price all clothing items individually, unless it was donated as a set.
        A. Infant Clothes – Use the "Newborn – 4T Sets" pre-set price.
        B. Women's Pajama Sets – Use the "Best" rating to increase the price.
2. Clothing that is obviously of higher value, research and check with manager for proper price to put on the item.
    i. Boutique
        A. The list of preferred brands for Boutique is posted on the sorting and tagging tables. The Boutique clothing should be hung up on the Boutique rack.
        B. Shoes and purses for Boutique should be placed in their respective bins for pricing.
3. Use tagging gun to place hang tag on clothing in left shoulder seam on top, left waistband seam on bottoms.
    i. Caps – Inside bands
    ii. Ties – Tie tag on back of tie
    iii. Purses – Zipper fabric
    iv. Socks – Low cut socks on heel, Crew socks on top
    v. Scarves – Corner of scarf
    vi. Linens – Any available seam
    vii. Fabric – Measure and bundle and place tag on corner
4. Once all the clothes are priced, the production staff or volunteer will roll the clothing rack to the sales floor and alert sales floor staff or volunteers.

i. If there are two or more volunteers on the sales floor (not including the manager), the sales floor team is responsible for putting the clothes away.
ii. If there is one volunteer on the sales floor, the production team will need to put the clothes away.

4-1-2 FOOTWEAR

1. Take paired footwear from the bins and reinspect.
2. Price using pre-set prices. Place sticker in left shoe.
3. A silver Sharpie can be used to write the price and the color of the tag on the bottom of both shoes to make sure the correct price for that pair of shoes is sold.
4. Place shoes in cart for movement to the sales floor.
5. Display footwear in appropriate locations on sales floor.

4-1-3 HARD GOODS

1. Place hard goods to be priced on cart and ensure items are clean before pricing.
    i. Artwork – Requires research before pricing. Use Google Lens as a guide. Price tag should be placed on the back of the item, unless you plan to display the artwork on the wall.
    ii. Books & Media (Please refer to Guide to Handling Media)
    iii. Check for chipped glassware and ceramic.
    iv. Disposable containers such as takeout containers should be discarded.
        A. Rubbermaid that's been damaged due to heat and staining should be discarded.
        B. If no covers for containers, discard item.
    v. Do not price freebies from other organizations. (Example: free calendars, dream catchers, rosaries, greeting cards)
    vi. Donated personal hygiene products such as Depends, diapers, sanitary products, new toothbrushes, and hotel toiletries are to be set aside for the food pantry in the designated box under the boutique rack in production.
    vii. Electronics and Appliances – Check that all items power on and work before pricing. If the electronics are battery-powered, use our tester batteries. Please remove batteries before placing them on the sales floor.
    viii. If hard goods are of dollar store value, bundle items to increase the value.
    ix. Lamps - Test lamps using our tester light bulbs. Please remove tester light bulb before placing it on the sales floor. If lamp already has a light bulb, sell it with lamp.
    x. Packaging sets – use clear tape to package sets together.
    xi. Toys & Games
        A. Corroded batteries should be removed from toys.
        B. Kid artwork should not be sold.
        C. Price tag should be placed on the side of the boxes, so when placing on the shelf, customers can see the price tag.

D. Puzzles – Unless puzzle box factory sealed, open and place all puzzle pieces into Ziploc bags. Place in box and tape box shut.
E. Stuffed Animals, 10" or larger – Place in "To Be Sanitized" bin. Clothes tagging station will price stuffed animals with a hang tag. Check for pins in stuffed animals.

xii. Religious Articles – Bins for religious articles are on the metal shelving rack outside of the break room to be priced by Dcn Andy or Michele.

b. Once all hard goods are priced, the production staff or volunteer should take the cart to the sales floor and alert sales floor staff or volunteers.
   i. If there are two or more volunteers on the sales floor (not including the manager), the sales floor team is responsible for putting the hard goods away.
   ii. If there is one volunteer on the sales floor, the production team will need to put the hard goods away.

Note: Just because it's donated to us, it doesn't mean we need to sell it. Please check all items for cleanliness and condition. Would your mother buy this?

5-1 LOGGING IN TO THE TAGGING MACHINE

Follow these steps to log into the tagging machine:

1. Touch the screen to initiate the log in process
2. Enter your operator number then hit 'accept'

   (Only use your own operator number)
3. Hit the appropriate color key for the week
4. Hit 'confirm color'
5. You are now able to start pricing

To log out at the end of the day or if you will not be pricing for a while, go to the upper top right of the screen, hit 'Leave Station.' You are now logged out.

Created by:	**Approved by:**
Date:	**Date:**

Revision History

Revision	Date	Changes
A		Initial Document