



# KSC Thrift Shop Consignment Packet 2020-2021

**Welcome to the KSC Thrift Shop and thank you for choosing to become a consignor.**

## **About the Thrift Shop**

The Thrift Shop is a component of the Kirtland Spouses' Club (KSC), which is a 501 c 3 organization. The Thrift Shop mission is to raise funds to support the KSC philanthropy programs of Grants, College Scholarships and Operation Ball Gown (OBG). These programs support our community by providing assistance to spouses, dependents, base organizations and local charitable organizations in Albuquerque. The sale of your consigned items will contribute to the success of the Thrift Shop mission.

The Thrift Shop is staffed primarily by volunteers. They dedicate their time and talent to the support of the Thrift Shop mission. Each day of operation requires about 50 volunteer hours, which accumulates to more than 8,000 volunteer hours per year.

This Thrift Shop has been active on Kirtland AFB since January 1952. It has been relocated many times through the decades, but it has kept the same focus of community support. Volunteers and the KSC have supported the Thrift Shop through times of triumph and adversity – and they continue to do so.

## **About this Document**

This document contains information that will ensure a successful consignment experience. It defines the consignment process and best practices for you to follow to help your items sell.

This document is reviewed and updated periodically.  
The current version supersedes all previous versions.

## **Getting Started**

- Read the consignment packet (this document)
- Become familiar with consignment rules and procedures
- Establish a consignment account at the Thrift Shop
- Prepare to consign, for a smooth consignment session.
- Become familiar with the Do Not Accept list and the current Do Not Take list.
- Select items to consign - ***gently used and clean – No Stains, No Odors, No Dirt, No Dust***
- Establish your item description and pricing
- Bring your items to the Thrift Shop



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## 1. Consignment Appointments

All consignment sessions are by appointment.

- Appointments can be scheduled online or in-person. Appointments will not be taken over the phone
- Appointment Schedule (Tentative)
  - 30 minute appointments
  - Mondays and Wednesdays from 10am to 1pm

Occasionally, consignments are closed on days of regular operation due to an insufficient number of volunteers, inclement weather, or at the discretion of management. When consignments are closed the management team will notify consignors via email or Facebook post.

When inclement weather affects the status of the Thrift Shop, notification will only be posted on Facebook. Refer to our Inclement Weather policy for more information.

## 2. Consignment Split

When your consigned item sells you receive a portion of the sale price and the Thrift Shop receives a portion of the sale price. The current consignment split is listed below.

- 75 % - Your portion of the sales price
- 25 % - Thrift Shop portion of the sales price

## 3. Your Items – Pricing and Descriptions

The consignor must establish pricing and item descriptions for all items prior to arrival at the Thrift Shop. There is no form to complete. A hand written list is sufficient. Having established item descriptions and prices will contribute to a smooth and efficient consignment process.

- **Establishing a Price**
  - The consignor decides the price for their items.
  - Volunteers are **NOT** allowed to suggest pricing for any item. Please do not ask.
  - **Prior to consigning**, the consignor can evaluate the price of similar items on the sales floor for pricing suggestions
  - Minimum price for an item is \$1.00. Prices must be in \$0.25 increments.
- **Establishing a Description**
  - The consignor needs to establish a description for their items.
  - The description should include correct name brand and category of item. If a name brand is not clearly visible, it cannot be included in the description. The item category must be consistent with the manufacturer's original purpose for the item. (For example, we will not accept a t-shirt as a rag for the garage.)
  - The Thrift Shop volunteer may need to adjust the description for length and compliance with Thrift Shop inventory control.
  - The Thrift Shop volunteer will not include a description that is incorrect or inaccurate.
- **Establishing a Description for Jewelry**
  - All jewelry descriptions must be accurate.
  - **Precious metal content must be stamped on the item or it cannot be part of the description.**
- **Subjective Descriptions**
  - Subjective descriptions should be avoided.
  - Describing an item as a "collectible" or as an item of "pop culture" are unacceptable.
  - Items can be described as "vintage" if they are approximately 50 years old. Using a description that includes "vintage" is at the discretion of the Thrift Shop volunteer.



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## 4. How Many Items can You Consign

Item limitations are posted in the consignment area. These limitations are necessary to avoid overcrowding of sales space. When shelves and clothing racks become overcrowded, customers cannot find your item.

- Each consignment session is limited to twenty (20) items. (Bring a few extra items to consign in place of items are not accepted.)
- No more than ten (10) items can be clothing
- Only two (2) items can be of the same type
- The following additional allowances and limitations are discussed in Section 11
  - Do Not Accept list
  - Do Not Take list
  - Seasonal Clothing Consignment Schedule
  - Holiday Consignment Schedule
  - Double Consignment rules
  - PCS Consignment rules
- There is no limit to the total number of items a consignor may have on consignment (on the sales floor) at any given time.

## 5. When You Select Items to Consign

We want your items to sell. If your items sell, it is good for you and good for the Thrift Shop. There are several actions you can take to help your items sell. Before bringing in your items for consignment, ensure that the following criteria are met.

- Selecting Items to Consign
  - ***All Items must be gently used and clean – No Stains, No Odors, No Dirt, No Dust***
  - Inspect your items for excessive wear or damage. Items in good condition tend to sell better.
  - Items with excessive wear or damage, will be rejected.
  - Ensure items with multiple parts are complete. Ensure electronic and mechanical items are in good working condition. Items that are complete and in good working condition tend to sell better.
  - Items with pieces/components missing, will be rejected. Items that do not function, will be rejected.
- Clothing
  - Wash clothing before consigning
  - All clothing must be in season
  - Verify that all zippers work and no buttons are missing
  - Professionally altered clothing is acceptable. Clothing you altered yourself is not acceptable.
- Electronic or Mechanical Devices
  - Must be in working condition
  - Must include all parts – cables, power cords, working batteries, remote controls; memory cards, etc.
  - All items will be tested at the time of consignment
- Music and Movies (LP, CD, DVD, Blu-ray, etc.).
  - Individual discs must be in a case (original or jewel)
  - All sets must be complete
- Plates, Glasses, Vases, Figurines, etc.
  - Ensure items are not chipped, cracked, or broken
- Children Toys (games, puzzles, building toys, etc.)
  - Must include all parts and pieces
- Lamps
  - Must include working light bulb(s)



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- Sporting equipment
  - All sporting equipment must be in season
  - Wash outdoor equipment to remove any loose grass or dirt
- Large Items
  - Large items include furniture, bikes, and any item that does not fit on a shelf
  - Must be pre-approved by Manager (display space is limited)
  - Must be in good condition
  - For liability reasons, volunteers cannot assist with moving large items in or out of the building.
  - We recommend that you bring the people and dollies needed to safely place your items onto the sales floor.
- **General Acknowledgement - By consigning you agree that the following are correct.**
  - The item(s) you consign are safe to use and can be used as the original manufacturer intended.
  - The item(s) you consign have not been repaired, altered or modified from their original purpose.
  - The item(s) you consign are your property and not stolen or obtained through fraudulent means.

## 6. How to Prepare Your Items for Sale

When consigning please be mindful as to how your item will be displayed.

- Packaged for Sale
  - For smaller items, especially items with multiple pieces, need to be packaged in a clear (new) Ziploc or Ziploc style bag
  - If you have the original box for an item, please supply that when you consign.
- Clothing and Linen
  - All clothing items and linen must be placed on a Thrift Shop hanger prior to consigning (Hangers are located in the consignment area)
- Grouping Items – Certain items can be grouped for sale
  - All grouped items must be secured prior to consigning (Group items with string. String is available in the consignment area.)
  - Books
    - Group so that a cover is facing outward at each end
    - Grouping can be by author, genera or series
  - Movies or CDs
    - Must in individual cases
    - Group so that a cover is facing outward at each end
    - Grouping can be by performer, genera or series
  - Clothing
    - Adult clothing cannot be grouped, unless multiple parts of a single outfit
    - Children's clothing can be grouped by size or gender (3 items per group)
    - Infant clothing can be grouped by size or gender (3 items per group)



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## 7. Consignment Procedure

The consignment procedure has many steps. The procedure is designed for inventory control and to ensure that you receive your portion of the consignment sale.

Consignors must enter through the front of the building with their items to consign. Large items (Section 5) can be brought in through the backdoor after the consignor has received a queue number (Section 7.4).

### 7.1. Consignment Area

All consignment activities take place in the consignment area located at the back of the Thrift Shop. The consignment area consists of the following.

- Thrift Shop Hangers (Section 6)
- Back register (Section 7.2)
- Two Consignment Stations (Section 7.6)
- Two Consignment Sales Binders (Section 8)
- Consignment Check pick-up (Section 9)
- The current Do Not Take List (Section 11)
- The current Do Not Accept List (Section 11)

### 7.2. Back Register

All consignments begin at the back register. When this register is closed (due to a lack of volunteers and during Saturday operation) these services will be completed at the front register. The routine consignment tasks including the following:

- Establish your annual Consignor Contract
  - Pay annual fee
  - Update your contact information – it is critical that you maintain correct and complete contact information
- Pay consignment session fee
- Receive session receipt and assigned queue number for consignment

Additional consignment services include:

- Respond to alerts (if any)
- Retrieve items from the hold shelf (if any)
- Complete Price Reduction form (no fee)
- Complete Item Removal form and pay fee

### 7.3. Annual Consignor Contract and Fee

Each consignor must establish a consignor account and pay an annual consignment fee.

- All Consignor Contracts are for a period of one (1) year from the date of inception.
- The annual consignment contract fee is \$2.00
- A 3-digit Consignor number is automatically generated by ConsignPro. The consignor number is randomly generated and cannot be selected.
- Your account includes your contact information (full name, mailing address, phone number, email address, etc.). This information is required. There will be times when we need to contact you regarding the status of your account or items. ***It is your responsibility to keep your contact information current.***
- Special instructions can be included in your consignor account. Special instructions can include designating another person to pick-up your consignment check or remove your consigned items.
- Each consignor must sign the annual contract and abide by the rules set forth in this consignment packet.
- It is advisable for consignors to establish a consignment account first, and then bring in items to consign at a later date.



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## 7.4. Consignment Session Fee

A consignment session fee is assessed each time a consignor wants to consign items. Typically, each consignor has no more than a single session per day of Thrift Shop operation. There is no limit on the annual number of consignment sessions a consignor can have.

- Each consignor must pay a session fee of \$0.50
- The cashier will write your consignment number on the receipt
- You will receive a session receipt and the next available queue number

## 7.5. Session Receipt and Queue Number

Before you receive a consignment session receipt and a queue number, please ensure that your items are ready to consign and all of your clothing items are on hangers. Once you have received your consignment session receipt and a queue number, please wait for a Thrift Shop volunteer to call your number. Once your number is called, you may proceed to a consignment station. If you are not present when your number is called, you will be skipped.

## 7.6. Consigning Your Items

Consigning your items requires you to work with Thrift Shop volunteers. Our volunteers are trained to provide an efficient and smooth consignment process. They are responsible for ensuring that all items meet the Thrift Shop criteria for consignment. They are authorized to reject any item that does not meet the criteria for consignment. Each consignment session includes the following:

- Take a seat across from the volunteer and present you receipt and queue number to the volunteer. At no time is the consignor allowed on the volunteer's side of the table.
- The volunteer will access your account and verify your name and consignment number
- Each consigned item is entered into the Thrift Shop inventory using ConsignPro
  - Each item is evaluated to ensure it meets the consignment criteria
  - An item description is entered for each item
  - A price is entered for each item
  - The volunteer will adhere to item and quantity limits
- Electronics, lamps, and mechanical items will be tested by a volunteer.
  - We cannot accept an item that does not work as originally intended
  - Electronic items must include all components
  - Lamps must include working light bulb(s)
  - Once successfully tested, you must complete a Blue testing form
- If an item is rejected it will be returned to the consignor.
  - Items can be rejected if they are on the Do Not Take list or Do Not Accept list
  - If an item is rejected due to damage or excessive wear, please dispose of it properly and do not donate it to the Thrift Shop.
- **Once all of your items have been entered into the inventory, two (2) Received Reports are printed**
  - The report contains the following:
    - A listing of each item description and price
    - Your consignment number and name
    - Projected payout if all consigned items sell
    - Today's date and the expiration date
  - The consignor must review the report for accuracy. Check each description and price for each item.
  - Sign the report after reviewing it, and give the signed copy to the volunteer
- Once you approve the Received Report, barcode tags are printed for your items
  - A volunteer will tag and place your items on the sales floor



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- If there is a high volume of consignors, your items may not get on the sales floor until the next business day
- If there is a low number of volunteers, your items may not get on the sales floor until the next business day

## 7.7. Consignment Duration and Expired Consignments

Your items are on consignment for a specific period of time. While your items are consigned you may remove them or lower the price (Section 10). If your items do not sell, they become Thrift Shop Property (TSP) when they expire.

- The sales term for regular consignments is approximately 8-weeks (calendar weeks)
  - Scheduled Thrift Shop holiday closures, of a week or more, are not counted as part of the sales term.
  - Scheduled Thrift Shop holiday closures, of one day, are counted as part of the sales term.
  - Unscheduled closures due to weather are addressed in the Inclement Weather Policy.
  - All regular consignments expire on a Friday at close of business (COB).
- The sales term for holiday consignments varies
  - The sales term for holiday consignments is always shorter than the sales term for regular consignments.
  - A holiday consignment calendar is produced that specifies the sales term
- **Expired Consignments**
  - If your consigned items do not sell by the expiration date, and are not removed, they become Thrift Shop Property (TSP) at COB on the expiration date.
  - When an item expires, the consignor expressly relinquishes all rights, title, and interest in that item to the Thrift Shop.
  - The Thrift Shop will reprice the item and sell it as a donated item. If you want to remove the item after it has expired, you must purchase it as the newly established price.

## 8. The Status of Your Consigned Items

Once your items have been consigned you can view their status online using My Resale Web or in-person using the Consignment Binders. My Resale Web is a feature of all Consignor accounts.

- My Resale Web displays the following
  - Listing of consigned items with description and pricing (same description and pricing that appears on the Received Report)
  - Status of your items as “Sold” or “Available”
  - The date a consignment check was drafted (It does not display when a check was picked-up.)
  - Current account balance owed to you
- Accessing My Resale Web
  - Go to [www.MyResaleWeb.com](http://www.MyResaleWeb.com)
  - Location: select “New Mexico”
  - Store: select “Kirtland Thrift Shop”
  - ID: type your consignor number
  - Last Name: type your last name
- Consignment Sales Binders
  - There are two Consignment Sales Binders
    - Current Month Consignment Sales
    - 3-Month Consignment Sales
  - Binders are located in the consignment area
  - Binders are organized by date and consignment number
  - Binders only list items that have sold



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- Thrift Shop computers cannot be used to check status of your items
  - Consignors and customers are not permitted to access Thrift Shop computers
  - Volunteers are trained to direct consignors to the binders or My Resale Web to ascertain the status of their items

## 9. Claiming Your Consignment Check

Consignment checks are drafted on, or about the 10<sup>th</sup> of the each month.

- Consignment checks are claimed at the back register. (If the register is closed, the checks can be claimed at the front register.)
- You must claim your check in-person
- Only the consignor may claim their check. The consignor can authorize a designee to pick-up the check. The consignor must assign a designee in person. The consignor CANNOT assign a designee over the phone. The designee must be listed in the memo section of ConsignPro.
- When claiming a check, the volunteer will verify your identity by your ID (current government issued ID).
- The consignor must sign and date the check register, next to their check number using a red pen. (A red pen is provided.)
- Checks expire after 90 days and will not be reissued.
- Checks can be mailed, if the consignor provides a letter sized SASE (Self Addressed Stamped Envelope).
- Consignment checks are only issued for accounts with a balance greater than \$10.00. If your account has less than \$10.00, the amount in the account will rollover to the next month.
- Checks will be drafted on all consignor accounts on May 31st, the end of the Thrift Shop fiscal year, regardless of the amount in the account.

## 10. Making Adjustments to Your Consigned Items

After your items are consigned, several adjustments can be made at the Back Register. You can reduce the price or remove items from consignment. In certain situations your items may be placed on the Hold Shelf, awaiting retrieval.

- **Price Reduction**
  - The price of a consigned item can be reduced, prior to the expiration date.
  - You must complete a **Price Reduction form** (no fee for price reduction).
  - You must manually change the pricing on item tags, using a red pen, and initial price change.
  - A volunteer will reduce the price on the consignor's item(s) in ConsignPro.
  - The price of an item cannot be reduced below \$1.00.
  - **Reducing the price of an item does not extend the sales term.**
- **Item Removal and Fee**
  - Consigned items can be removed from the Thrift Shop, prior to the expiration date.
  - You must complete the **Item Removal form** and pay a fee when removing consigned item(s)
    - \$0.50 fee for each item priced at \$10 or less
    - 5% of the item price for each item priced over \$10
  - A volunteer will use that Item Removal form to remove items from the Thrift Shop inventory in ConsignPro
  - The consignor must collect the items from the sales floor that are being removed. The Thrift Shop will not collect or set aside consignor items that are about to expire for the consignor to retrieve at a later date. The Thrift Shop will not mail or ship items to the consignor that are about to expire.
  - Items that were removed can be re-consigned after a 30 day period, at the discretion of KSC Thrift Shop Management.





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- **Hold Shelf**
  - Occasionally, consigned items are removed from the sales floor and placed on the Hold Shelf for the consignor to retrieve.
  - An item can be placed on the Hold Shelf for the following reasons
    - It was taken for consignment when it was on the Do Not Take list or the Do Not Accept list
    - Excessive wear or damage was not noticed until after the item was accepted for consignment
    - The item has pieces or parts missing that were not noticed until after it was taken for consignment
  - An alert is established in ConsignPro, which includes the reason for removal, item number, and item description.
  - Items are returned to consignor at no charge
  - If an item expires while on the Hold Shelf, it becomes Thrift Shop Property (TSP)

## 11. Item Allowances and Limitations

There are specific circumstances where the number or type of items that can be consigned are different than a regular consignment session.

### 11.1. Do Not Take List

- The Do Not Take list contains items that cannot be taken for consignment due to temporary overstock and/or lack of available display space
- The Management Team conducts a monthly review and update of the Do Not Take list
- The updated Do Not Take list is posted in the Thrift Shop, and emailed to consignors

### 11.2. Do Not Accept list

- The Do Not Accept list contains items that cannot be accepted for consignment under any circumstances due to legal, safety and/or liability issues.
- The Management Team periodically reviews and updates the Do Not Accept list
- The Do Not Accept list is posted in the Thrift Shop, and emailed monthly to consignors (even if there are no updates)

### 11.3. Seasonal Clothing Consignment Schedule

All clothing for consignment must be in season.

- A calendar indicating when seasonal clothing is taken for consignment is posted in the Thrift Shop and emailed to consignors
- Seasonal Clothing Calendar
  - February – No clothing taken for consignment
  - March 1 to April 30– Spring Clothing
  - May 1 to July 31 – Summer Clothing
  - August – No clothing taken for consignment
  - September 1 to October 31 – Fall Clothing
  - November 1 to January 31 – Winter Clothing

### 11.4. Holiday Consignment Schedule

Allowances are made for holiday specific items for several holidays throughout the year.

- Thrift Shop management will produce a holiday consignment calendar. It will contain the number of allowable items (holiday specific) per consignment session and the specific consignment sales term.
- The calendar is posted at the Thrift Shop and emailed to consignors.



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- The holiday consignment sales term is shorter than the regular consignment sales term
- Typical holidays include:
  - Valentine's Day
  - St. Patrick's Day
  - Easter
  - Sci-Fi Day (May 4<sup>th</sup>, commonly known as Star Wars day)
  - Halloween
  - Thanksgiving
  - Christmas

## 11.5. Double Consignment

- The intent to Double Consign must be established at the Back Register at the beginning of the Consignment Session. The volunteer will note the Double Consignment in ConsignPro.
- **Consignors can double consign two (2) times per fiscal year**
- This doubles the number of allowable items to be consigned in a single consignment session
- The consignor selects when to Double Consign
- The Management Team can decline a double consignment. Typically, a double consignment is declined when there are too many consignors in line or too few volunteers to manage the increased volume of items

## 11.6. PCS Consignment

- A PCS Consignor is any consignor that is conducting a PCS, retiring in the local area, or conducting a non-military move out of state.
  - All consignment allowances are doubled
  - Restrictions listed on the Do Not Take and Do Not Accept lists still apply.
  - The Thrift Shop will mail consignment checks to a forwarding address only if the consigner leaves a letter sized SASE. Two (2) letter sized SASE are recommended.
  - In the event that an item does not sell, the consignor may give written permission to a third party to mark down, pick up items, and/or pick up consignment checks. The third party must present a current government issued photo ID and written consent from the consignor at the time they perform these duties.
  - All other steps for consignment are the same.

## 12. Thrift Shop Promotion

Thrift Shop promotion frequently appears on social media and the KSC website. These promotions can include images or video of the Thrift Shop sales floor.

- The Thrift Shop will not specifically advertise or promote a consignor's item(s). Any promotion or advertisement of consigned item(s) is purely coincidental.
- Item(s) in the Thrift Shop may appear in Thrift Shop advertisement or promotion. No endorsement of the item(s) or consignor is intended.
- By consigning items at the Thrift Shop, the consignor is consenting to their items being used in Thrift Shop promotion.