



KSC Thrift Shop Consignment Packet

Revised: August 2024

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 success 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.

Terms and Conditions

By consigning at the KSC Thrift Shop you are agreeing to accept the terms and conditions of the Consignment Contract and this document. You received a copy of the Consignment Contract when your account was established. The terms and conditions of the Consignment Contract are reprinted below.

1. The KSC Thrift Shop Management reserves the right to refuse any item for consignment, for any reason. The KSC Thrift Shop Management reserves the right to deny consignment privileges and/or shopping privileges to anyone.
2. All items consigned by the consignor will be available for purchase at the KSC Thrift Shop at the price established by the consignor. The KSC Thrift Shop does not guarantee that consigned items will be purchased.
3. The KSC Thrift Shop and staff (volunteers and employees) are not liable for loss, theft, or damage to your consigned items. The consignor will not be compensated for any loss, theft or damage to their consigned items.
4. Consigned items that expire become the property of the KSC Thrift Shop, by donation. The consignor expressly relinquishes all rights, title, and interest in such merchandise to the KSC Thrift Shop.
5. Private sales are not permitted, on or outside the premises, unless sponsored by the KSC Thrift Shop.
6. The consignor affirms that all items consigned are safe to use and can be used as the original manufacturer intended, that all items consigned have not been repaired, altered or modified from their original purpose, and that all items consigned are the consignor's personal property and not stolen or obtained through fraudulent means.



KSC Thrift Shop Consignment Packet

Revised: August 2024

1. Consignment Sessions

All consignment sessions are walk-ins. No appointment necessary.

- Consignment sessions are on a first-come, first-served basis
- A maximum of 12 consignment sessions will be conducted per consignment day.
- Consignment Days (Subject to Change)
 - Fridays from 10am to noon

Occasionally, consignment sessions are closed on consignment days due to an insufficient number of volunteers, inclement weather, Kirtland AFB closure 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 consignment split is listed below. (Subject to Change)

- 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 precious metal content of jewelry must be stamped on the item or it cannot be part of the description.**
 - Subjective descriptions such as a "collectible" or "pop culture" should be avoided.
 - 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.
 - The Thrift Shop volunteer will not include a description that is incorrect or inaccurate.



KSC Thrift Shop Consignment Packet

Revised: August 2024

4. How Many Items can You Consign - Item Allowances and Limitations

Item limitations are posted in the consignment area. These limitations are necessary to avoid crowding of sales space. When display areas become crowded, customers cannot find your item.

- Regular consignment sessions are limited to twenty (20) items (Subject to change). Bring a few extra items to consign in case items are not accepted.
- No clothing items can be consigned.
- Only two (2) items can be of the same Consignment Category, per consignment session
- There is no limit to the total number of items a consignor may have on consignment (on the sales floor) at any given time.
- There are specific circumstances where the number or type of items that can be consigned are different than a regular consignment session.
- **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 periodic 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
- **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)
- **Holiday Consignment Schedule**
 - The Holiday Consignment Schedule contains the number of allowable items (holiday specific) per consignment session and the specific consignment sales term.
 - The holiday consignment schedule is posted at the Thrift Shop and emailed to consignors.
 - 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 4th, commonly known as Star Wars day)
 - 4th of July
 - Halloween
 - Thanksgiving
 - Christmas
- **PCS Consignment**
 - The PCS Consignment is made when conducting a PCS, retiring outside the local Albuquerque 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. Three (3) 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. The consignor can provide third party information in advance to be included in their ConsignPro account.
 - All other steps for consignment are the same.



KSC Thrift Shop Consignment Packet

Revised: August 2024

5. Consignment Categories

Each item consigned is assigned a Consignment Category. The Consignment Category specifies where the item will be displayed for sale in the Thrift Shop. The number of items that can be consigned per Consignment Category is limited so no single consignor can fill the entire sales space available for that category. The available categories include the following:

Accessory for Ladies	Cameras	Games	Linens	Shoes
Accessory for Men	Candles/Holders	Garden/Floral	Luggage	Sports
Accessory for Girls	Clocks	Hat/Cap	Military	Stationery
Accessory for Boys	Comic Book	Hobby	Music (Vinyl, CD)	Storage
Auto	Craft	Home Décor	Music Instrument	Tools
Backpacks	Crystal / China	Home Improvement	Office	Toys
Baskets	Curtains	Housewares	Party Items	Vacuums
Bath	Electronics	Infant	Pet	Vases
Bedding	Eye Glasses	Jewelry	Pictures/Art	Video (DVD, Blu-ray)
Books	Frames	Kitchen	Pillows	Video Game
Cables/Cords	Furniture	Knives (not Kitchen)	Purse	Wallet
		Lamps	Rugs	

6. 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
 - Customers are shopping for gently used items, items with all of their components and items that function properly.
 - ***All Items must be gently used and clean – No Stains, No Odors, No Dirt, No Dust***
 - Inspect your items for excessive wear or damage.
 - Ensure items with multiple parts are complete.
 - Ensure electronic and mechanical items are in good working condition.
 - Items will be rejected if there is excessive wear or damage, or if pieces/components are missing, or if they do not function as the manufacturer intended.
 - Ensure items are safe to use and they have not been repaired, altered or modified from the original manufacturer's intended purpose.
- Electronic or Mechanical Devices
 - 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
- Toys (games, puzzles, building toys, etc.)
 - Must include all parts and pieces
- Lamps
 - Must include working light bulb(s)



KSC Thrift Shop Consignment Packet

Revised: August 2024

- 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)
 - 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.

7. 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.
- 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 or series
 - Movies or CDs
 - Must be in individual cases
 - Group so that a cover is facing outward at each end
 - Grouping can be by performer or series

8. 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. Preapproved large items can be brought in through the side door or backdoor after the consignor has received a queue number from the front register.

8.1. Annual Consignor Contract and Fee

Each consignor must establish a consignor account and pay an annual consignment fee at the front register.

- All Consignor Contracts are for a period of one (1) year from the date of inception.
- The annual consignment contract fee is \$2.00 (Subject to Change)
- 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.



KSC Thrift Shop Consignment Packet

Revised: August 2024

- 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.

8.2. Consignment Session Fee

A consignment session fee is assessed each time a consignor wants to consign items. The session fee must be paid at the front register. A consignor can have only a single session per consignment day. 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 (Subject to Change)
- The cashier will write your consignment number on the receipt
- You will receive a session receipt and the next available queue number

8.3. Session Receipt and Queue Number

Once you have received your consignment session receipt and a queue number, please proceed to the consignment area at the back of the Thrift Shop with your items and 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.

8.4. 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.

- For a better consignment experience, please bring a list of items descriptions and prices.
- Take a seat across from the volunteer and present your 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 and 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.
 - All items must include all components and work as originally intended. Lamps must include working light bulb(s)
 - **Once successfully tested, you must complete a Blue testing form**
- Toys (games, puzzles, building toys, etc.) must include all parts and pieces
 - **Once successfully verified, you must complete a Purple verification 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:
 - Your consignment number and name
 - A list of each item description and price
 - Projected payout if all consigned items sell
 - Today's date and the date your consignments expire
 - The consignor must review the report for accuracy. Verify consignment number, your name, item description and item price.



KSC Thrift Shop Consignment Packet

Revised: August 2024

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

9. 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 Sales 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
 - 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
- 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

10. Consignment Duration and Expired Consignments

Your items are consigned for a specific period of time. While your items are consigned you may remove them or lower the price before they expire. Once your items expire, they become Thrift Shop Property (TSP).

- **The sales term for regular consignments is approximately 7-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 will be produced to specify the holiday 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.



KSC Thrift Shop Consignment Packet

Revised: August 2024

- **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.

11. Making Adjustments to Your Consigned Items

After your items are consigned, you can reduce the price or remove items from consignment.

- **Price Reduction**
 - The price of a consigned item can be reduced, prior to the expiration date.
 - You must complete a **Price Reduction form**. Forms can be obtained from the Consignment Area or at the Front Register. Completed forms must be returned to the front register. (There is no fee for price reduction.)
 - You must manually change the pricing on item tags, using a red pen, and initial price change. (A red pen can be borrowed from the front register.)
 - 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
 - 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.
 - The completed Item Removal Form must be returned to the front register. The item removal fee must be paid at the front register.
 - A volunteer will use the Item Removal form to remove items from the Thrift Shop inventory in ConsignPro
 - Items that were removed can be re-consigned after a 30 day period, at the discretion of the Thrift Shop Management Team.

12. Claiming Your Consignment Check

Consignment checks are drafted on, or about the 10th of the each month.

- Consignment checks must be claimed in-person from a member of the Thrift Shop Management Team.
- 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 consignor's identity will be verified using a 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.



KSC Thrift Shop Consignment Packet

Revised: August 2024

- 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.

13. IRS Form 1099 Requirement

The IRS requires each Thrift Shop consignor earning more than \$600 in a single year (calendar year) to receive a 1099 from the Thrift Shop.

- The Thrift Shop Bookkeeper will review all consignment accounts during Q4. All consignors with an account that exceeds or is close to exceeding the \$600 threshold must submit a completed W-9 form to the Bookkeeper, as required by the IRS. The Bookkeeper will use the information supplied on the W-9 form to issue a 1099.
- Many consignors do not reach the \$600 threshold. Consignors that do not reach the threshold will not receive a 1099 and are not required to submit a W-9 form.
- If you are required to submit a W-9 form you must do so before the last day of Thrift Shop operation in December.
- All 1099 forms will be mailed to consignors from the accounting firm that services the Thrift Shop. The 1099 forms cannot be picked up at the Thrift Shop.
- To avoid completing a W-9 form or receiving a 1099, stop consigning prior to earning \$600.
- If you earned more than \$600 and refuse to submit a completed W-9 form, your consignment privileges will be terminated.
- Each consignment check is accompanied by a Payment Summary. Retain these statements to track your progress toward the \$600 threshold.
- Receiving a 1099 from the Thrift Shop may or may not affect your Federal and/or State tax liability. Please consult a tax professional for more information.

14. 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 promotions.
- Consignors are welcome to promote their consigned items on their own social media accounts.