

durham parents of multiples
twins, triplets and more

SELLER'S HANDBOOK

Effective February 2017

This document outlines all that you need to know in order to be a seller at the DPOM sale. Please read it in its entirety to ensure a great and successful selling experience!

SELLER'S HANDBOOK

SEMI-ANNUAL FUNDRAISING SALE FOR DPOM

Where:

Oshawa Curling Club

226 Bond Street E, Oshawa

Shopping Times:

8:00 AM – 9:00am Member Shopping Only

9:00 AM - 12:00 PM Public Shopping

TABLE OF CONTENTS

1. Where and time
2. Seller registration
3. Tagging your items
4. How to print your tags
5. Attaching tags
6. Guidelines for acceptable items
7. Volunteering at the sale and Bake sale
8. Seller commissions/Sale schedule
9. Pick up and drop off times/procedures
10. Advertising the sale, Business Vendors booth Information



IMPORTANT! Please read this handbook in its entirety as there have been many changes recently implemented.



SELLER REGISTRATION

We now have a new all-inclusive system for seller registration, volunteer registration, and tagging items. To get started, follow the instructions below:

Set up a new account and register for the sale

For a YouTube video of these steps, please see <http://bit.ly/sellervideo1>.

1. Go to <https://www.myconsignmentmanager.com/durhamparentsofmultiples/>
2. Select *Create user Account* to create your account. You will only need to do this once.
3. Fill out the online form. Click *Create Account*.
4. Make note of your login and password. Click *Ok*.
5. Select how you heard about the sale. Click *Register as seller*.
6. Read the DPOM waiver and click *I Accept*.

TAGGING YOUR ITEMS

Every seller will be assigned a seller number in the system at registration.

Tags need to be attached to *every* item you plan on selling. The tag will include your seller number, the item number, price, size, description, barcode and whether or not the item will be discounted during the last hour of the sale.



IMPORTANT! If you have items already tagged with old tags used at previous DPOM sales before the new online tagging system, you will NOT be able to use them for the sale. You must remove old tags and use new tagging system.

How to create your tags

To create tags for your items, you'll need to have access to a computer with Internet capabilities, a modern Internet browser and a printer.

For a YouTube video of these steps, please see <http://bit.ly/sellervideo3>.

1. Go to <https://www.myconsignmentmanager.com/durhamparentsofmultiples/>
2. Select the *Login* button and log in with your user account.
3. Go to Enter Items by clicking on the Enter Items link at the top of the screen.
4. Enter a **price** by selecting from the drop down menu or typing it in. Prices start at \$0.25 and go up by \$0.25 increments. When pricing your items, ask yourself what you would pay for the same item at a garage sale (1/2 to 1/3 of the original price is typical).

5. **Description/Brand Name** field. Leave blank if you want to create many tags at one time at different price points. Fill in with a description if you want to create a detailed tag that is easier for buyers to read. However, keep in mind that using too many CAPITAL letters may push your description too close to the edge and you'll have to re-edit your tags. Upper case letters take up more room than lower case.
6. Choose a **size** by selecting from the drop down menu or typing in the first digit of the size you want. You can choose "not applicable" for items where a size is not necessary. You can also choose "blank size" and nothing will appear for the size on your label. If the sizes available don't match exactly the size on the item, choose the closest size or use "blank size" and handwrite the size on the label.
 - *Choose half sizes ONLY for shoes.
 - *For maternity clothes choose "not applicable" under Size and then under category choose Maternity size.
7. Choose a **category** by selecting from the drop down menu or typing in the first letter of the category you want. Take a few minutes to familiarize yourself with the categories. If you don't know the category, you can use "Miscellaneous" or "blank category". If you choose "blank category", nothing will show up on the label.
8. Check the **allow discount** box if you want this item to be discounted by 50% during the last hour of the sale if it doesn't sell before then. You can choose which items you want to be discounted and which you don't. The tag will display a DOT to indicate discount.
9. Select the **number of tags** to create with this exact same information. Typically, you'll want many tags at the lower prices and fewer tags at the higher prices.
10. Click **Add Items**. The system will add the tags to the screen for you to view and print.



FIGURE 1: FULL TAG EXAMPLE

#WWWWW will display your three digit vendor number

You can log back into the system at any time before the sale and create more tags so don't worry if you run out and need more.

Additional information:

- **Maximum number of items.** You can enter up to 1,000 items for each sale.
- **Editing tag information.** Previously entered items can be edited at any point. Click "Manage Inventory" from the menu list or orange menu bar. Check the box to the left of the item you wish to edit and click "Edit Item".



IMPORTANT! Once an item has been edited, print the new tag and destroy the old tag. **You cannot use the old tags for something else. Each tag has a unique item # and the same tag cannot be entered into the system more than once.** Editing the tag information does not change the item #.

How to print and attach tags

Before you start, please note:

- **Tags must be printed on “WHITE” paper.** An item cannot be sold without a tag attached.
- **An item tag can only be used on one item** as each has a unique item number and the system will now allow the same item number to be entered in more than once at checkout.
- **Print your tags using the normal or draft print setting.** Using the best quality print setting may cause the barcode to bleed, which will cause problems when the barcode is scanned at checkout.
- **Make sure your printer has a new ink cartridge** before printing if needed, as the bar code must be clear and completely printed. Any tags with partial bar codes or poorly printed bar codes will be rejected and not allowed on the sale floor, as they won't properly scan at checkout.
- **Do not shrink your tags when you print them.** Print out 8 tags on standard letter sized paper. Shrunken tags will not be accepted, as the bar codes need to scan cleanly.

To print your tags, complete the following instructions.

For a YouTube video of these steps, please see <http://bit.ly/sellervideo4>.

1. Choose the **Print Tags** option from the list or the blue menu bar at the top of the page.
2. Check the box at the left for each item you want to print or check the box at the top of the list on the left to select all items.
3. Choose what **Type of Tag**.
 - **Full Tags** – use this option to print out 8 tags per page on standard letter sized paper, containing all the necessary information.
4. Click **Generate Tag(s)** to generate a pdf file that you can either save on your computer to be printed later or printed immediately. Once you have done this, your items will be marked as Generated under the tag status. This lets you know which tags you have printed and which you have not. If you print your tags but never attach them to your items, you can print them again. But you cannot print the same tag more than once to use on more than one item.



Pro Tips: Perform a test print after creating the first 8-24 items so you can catch any issues with inputted text before you continue. Make sure the barcodes are crisp and clear and the lines do not bleed together.

5. Cut the labels apart and attach the tags to your items.
 - **For clothing:** Use safety pins (no straight pins or staples). You may also use a clothing gun to attach tags. If using the tagging gun system, please ensure that you put the tag attached to a seam in the clothing (ie. In the arm pit of a shirt), or attach to the clothing tag inside the article of clothing. Putting the tag on the front of an item such as on the first of a shirt may leave a hold in the clothing.
 - **For books:** use painters tape which doesn't damage the item. Do not tape over the barcode.

- **For Ziploc bags** (collections of smaller items like socks): painters tape or safety pin the tag to the “outside” of the bag.
- **For toys and shoes:** use painters tape, safety pins, tagging guns or zip ties as appropriate.



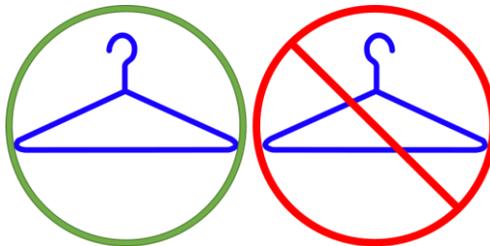
IMPORTANT! DO NOT tape over the barcode, as it will not scan at checkout.



Pro Tips:

*Attach safety pinned tags to the upper right hand side of the clothing item. Doing this consistently will make the shopping experience easier for buyers.

*All clothing items *must* be on hangers. Ensure the top of the hanger forms a question mark shape when looking at the item from the front:



Confirm that the items you marked to be discounted during the last hour of the sale are marked with a “**DOT**”. This information cannot be handwritten – it must be printed on the tag to be valid.

ACCEPTABLE ITEMS

Seasonal guidelines

Items need to be seasonally appropriate. This increases the likelihood that they will be sold and makes for a better and more successful sale.

For the **Spring** sale, think cotton, Easter, beachy, Canada Day, etc. Please don't bring snowsuits, winter boots, or other fall/winter related items to sell as they will be removed from the sale floor.

For the **Fall** sale, think fleece, wool, long sleeves, turtlenecks, Christmas, Halloween and snow attire. Please don't bring tank tops or other spring/summer items to sell as they will be removed from the sale floor.

Exceptions: Bathing suits, dress up clothes and costumes, all sporting equipment, outdoor toys and bikes, sweaters and T-shirts - may be sold at both sales.

General guidelines

All items must be clean and in good working order. Clothes should be free of stains, smell fresh and have no missing buttons or zippers and no rips, holes or tears.

If an item requires batteries, please include them with the item so buyers can try the item out before purchasing. If the item won't turn on, it may be removed from the sale floor.

Please note that sale staff has the authority to remove items that don't meet the quality guidelines.



IMPORTANT! Clothing items that are not on hangers will not be put out on the sale floor.

For Members: As a member shopper (with valid membership card), you and a guest will be admitted to shop during the member's only shopping time. One person must be the member named on that card. If you require special assistance during members' only shopping, please contact one of the Committee members prior to the Sale, and an experienced volunteer will be happy help you.

DPOM is NOT responsible for damaged, lost or stolen articles.

Baby-sitting will NOT be provided while you work or shop. DPOM is neither bonded nor insured to provide such a service. We recommend, if possible, come without children.

The Committee members are there to facilitate the event and ensure that things run smoothly. Please talk to any committee member with questions or concerns regarding the Sale.



IMPORTANT! Please note that sellers are limited to TEN bins of items for sale. This rule includes items such as clothing of any size (including maternity), outerwear, costumes, shoes, toys, books, hats/mitts, bibs and other small baby items, etc. Larger items such as strollers, play equipment, bikes, bedding sets etc. will not be included in this count. Bins cannot be overflowing.

Unacceptable sale items

- **Toys, gear or equipment with missing pieces** or that are broken.
- **Pharmaceuticals** and formula
- **Non-children items.** We won't accept household items, adult craft items, tools or any items not directly related to babies/children/pregnancy.
- **Off season items** (see Seasonal Guidelines section)
- **Breast Pumps** (It is against Health Canada's guidelines to share/sell breast pumps)
- **Car Seats**
- **Cribs or Cradles**
- **Walkers**
- **Accordion-Style baby gates**

VOLUNTEERING

This sale cannot work without volunteers! Volunteering is only open to DPOM Members. We need lots of help to make this sale a success during the following times:

Friday 4:30pm-10pm (dinner will be provided for volunteers)

Saturday 7:30am-3:30pm (lunch will be provided for volunteers).

For Volunteers

Volunteers shop **FIRST** and earn **MORE!**

Volunteering has its benefits! In exchange for your time, you'll get to shop early for the best bargains on the Friday night after set-up and dinner.

Volunteers will also receive a higher percentage rate on the items they sell in the sale, currently at 90%.

You must volunteer for **both** the Friday and Saturday to receive these volunteer benefits.

How to register as a sale volunteer

1. Go to www.myconsignmentmanager.com/ and log in to sign up.
2. On the day of the sale - sign in at the Check-in Table at the beginning of your shifts.
3. Sign out at the Check-in Table at the end of your shifts.

You do not have to sell to volunteer BUT you do have to be a current DPOM member.

BAKE SALE ITEMS

Sale volunteers are expected to please donate to the bake table! This is a huge part of the fundraiser and brings in lots of proceeds that go directly back to DPOM members. So please ask your friends, family and other DPOM members to get baking!

Please bring bake sale items with you on the Friday night.

Please bag cookies/bars etc in bags of 6. All items will be priced by the sale volunteers after drop off on the Friday night.

Please label products that are NUT FREE so buyers know.

THANK YOU IN ADVANCE FOR YOUR CONTRIBUTION!!

SELLER COMMISSIONS

DPOM is a not for profit organization and these sales are our biggest fundraisers. We organize and promote the sale and you get to make some cash from your gently used things.

The table below outlines the % of sale that goes to you, the seller, and what goes to DPOM.

Type of Seller	Seller %	DPOM %
DPOM Member who volunteers both Friday and Saturday	90	10
DPOM Member who only sells	70	30
NON-Member sellers	60	40

SALE SCHEDULE

Day	Time	Activity
Friday Night (night before the sale)	4:30pm – 10:00pm	Volunteers set up tables, racks, signs, etc. Once sellers start dropping off items, volunteers quality check all items, and put items out on sale floor. Volunteers – please arrive no later than 4:30pm. You are welcome to come a little earlier if you are able.
	5:00pm – 7:00pm	All sellers drop off items.
Saturday (Sale Day!)	7:30am	Volunteers arrive to ensure everything is ready to go.
	7:30am – 8:00am	Business vendors arrive to set up their tables.
	8:00am – 9:00am	Member shopping***
	9:00am – 11:00am	General public shopping at regular prices
	11:00am – 12:00pm	General public shopping at 50% discount prices
	12:00pm – 1:00pm	Unsold items are sorted by volunteers into sellers' bins.
	1:00pm – 2:00pm	Lunch for volunteers
	2:00pm – 2:30pm	Sellers pick up unsold items and remove them from the venue. Sellers – please arrive right at 2pm!
	2:30pm-3:30pm	Take down remaining racks and tidy venue.

*** With valid membership card

PICK UP AND DROP OFF

Drop off your tagged items

at

Oshawa Curling Club

on

FRIDAY 5:00-7:00pm

Drop off procedure

Sort: Before leaving the house, have your clothes sorted by size.

Unpack your vehicle: Pull up to the garage doors and unpack your things. Then, move your vehicle to a parking space to allow others to do the same.

Sign-in: Check in with the volunteer at the Check-in Table to announce your arrival, confirm your seller details and sign a waiver.

*If you wish to provide a stamped, self-addressed envelope so that your cheque can be mailed out to you after the sale you may at drop off, otherwise we will deduct \$2.00 from your cheque for postage fees.

Pick up procedure

If you're volunteering on sale day, please stay until the sorting process is complete and all the racks and tables have been put away. Once the sellers have picked up their items you may then take yours out to your car and then return to help finish with the cleanup.

If you're not volunteering during this time, this is the procedure:

- Arrive promptly at 2pm and wait outside until the garage doors are opened and someone greets you.
- Check in at the table and give your vendor number and name, volunteers will be assigned to go and retrieve your bins and bring them to you.
- Check the "Not Suitable for Sale/Lost items" table for any unsold items that may belong to you.

If the sorting takes longer than anticipated, please be patient. It's not our intention to keep you waiting and know that we're working as fast as we can!

PROMOTION AND ADVERTISING

Promote the sale!

Sellers and shoppers – those two elements are essential to our sale and promotions are the key to recruiting high quality sellers and get over 400 shoppers through our doors during our four-hour sale. Without both we can't be successful.

WE NEED YOU! Each of our sellers plays a huge role in recruiting shoppers to our door. The benefit for you? The more shoppers, the better your chances of selling more items and the more you will make!

DPOM is a not for profit organization and has a limited advertising budget. Here are some ways that you can help:

- Like and share our Facebook Sale page.
- Direct people to the DPOM sale web page or email address for more information.
- Share with your Facebook groups, book club, play dates – anywhere online or in person where people connect.
- Print and post our sale posters at schools, arenas, daycares, etc. They are available for download on our website.

Here are our online properties:

Sale Facebook page

<https://www.facebook.com/search/top/?q=durham%20parents%20of%20multiples%20semi%20annual%20sale>

Sale web page: https://durhamparentsofmultiples.wildapricot.org/The_Sale

Email: durhamparentsofmultiples@gmail.com

Purchasing a Business Vendor Booth

Each sale we sell a limited number of vendor booths to promote your business and sell your products! It is an affordable way to reach over 400 people who come to our sale as shoppers.

We limit the vendor types as not to have duplicates of the same business.

Included with booking is a table and chair for set up.

Set up begins at 7:30am the morning of the sale.

Vendor booths are \$75

Contact durhamparentsofmultiples@gmail.com for more information and to book your space.

