



durham parents of multiples
twins, triplets and more

SELLER'S HANDBOOK

Effective Spring 2020

This document outlines all that you need to know in order to be a seller and/or volunteer at the semi-annual Durham Parents of Multiples Sale. Please read it in its entirety to ensure a great and successful selling experience!

SELLER'S HANDBOOK

SEMI-ANNUAL FUNDRAISING SALE FOR DPOM

Important Information

Where: Oshawa Curling Club, 226 Bond Street East, Oshawa

Sale Date: Saturday, May 2nd, 2020

Shopping Times: 8:00 a.m. - 9:00 a.m. Member Shopping
9:00 a.m. - 12:00 p.m. Public Shopping

Seller Drop Off: 5:00 p.m. - 7:00 p.m. Friday Evening

Seller Pick Up: 2:00 p.m. - 2:30 p.m. Saturday Afternoon

Volunteer Shifts: Friday - 12:00 p.m. - 6:00 p.m. **

**Please note this is a very physical shift, please contact Kevin or Laura Niles for more info.

Friday - 4:00 p.m. - 10:00 p.m. (approximate end)

Saturday - 7:30 a.m. to 3:30 p.m. (approximate end)

Volunteer Registration Deadline: April 23rd, 2020 - 12:00 p.m.

Seller Registration Deadline: April 23rd, 2020 - 12:00 p.m.

Tagging Cutoff: April 29th, 2020 - 12:00 p.m.



IMPORTANT! Please read this handbook in its entirety as there have been numerous **and significant** changes recently implemented! All guidelines must be followed to ensure your items can be sold. **For this version of the sale manual, all changes or added sections are written in red text to draw your attention.**

General Rules at a Glance

Sellers:

- You must use the “My Consignment Manager” system to sell items.
- Sellers must read through this manual completely in order to have a successful sale experience. **Registering to sell or volunteer indicates that you understand and commit to abiding by the guidelines set out in this manual.**
- Clothing must be sorted by size in vendor bins. **Putting an 8.5x11” sheet of paper with the size written on it in between piles of different sizes contained in the same bin is a strategy that works well.**
- A maximum of ten bins is allowed (does not include large equipment like pack n plays, bikes, **large or bulky toys** etc.) **Going forward, we will be accepting clothing, toys, books, and other miscellaneous items only if they are packed in plastic bins. We will not be unloading cardboard boxes from vehicles.**
- Please make sure all bins and lids are labelled **with an 8.5” x 11” paper** with both your vendor number and last name **written in large print.**
- No oversized/heavy bins! All bins must be able to be moved by one volunteer easily.
- DPOM members: Only ONE vendor number per DPOM membership will be accepted for your DPOM Member percentage.
- Please double check address in your My Consignments Manager account, as this is the address your cheque will be sent to.

Volunteers:

- You must complete both a Friday and Saturday shift to receive your full volunteer percentage, **additionally, you must sign in AND out in order to receive credit for your volunteer hours.**
- **Please register for each shift you are able to help out with. Registering once no longer registers you automatically for both Friday and Saturday.**
- If you are also renting a business vendor table, you must have someone to set up, run and tear down this table as we need your 100% participation during volunteer hours.
- If you are volunteering, please note that we cannot have family members visit during this time.

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. If you are a DPOM member please select *"I am a DPOM member"*. Click *"Register as Seller"*
6. Read the DPOM waiver and click *"I Accept"*.

Returning seller registration and transferring items:

If you are a returning user from last sale you will need to register for the new sale and transfer your items from the last sale that you would like included in the current sale. If you do not transfer your tags, your old tags will NOT scan and cannot be sold. Please follow the instructions below:

1. Go to: <https://www.myconsignmentmanager.com/durhamparentsofmultiples/>
Alternatively, go through the main DPOM page (www.durhamparentsofmultiples.com)
Click on 'The Real Deal Kids Sale' in the blue navigation bar
Under 'Important Information', click 'here' to register as a vendor or volunteer.

2. Click *“Register here”* and then enter your account information if logging in for the first time this ‘sale season’ (the time MyCM opens until it closes a few days before the sale). After your registration for the current sale is complete, choose ‘login’ every subsequent time you login to MyConsignmentManager for the duration of this ‘sale season’.
3. At this point they are going to register you for the current sale. In the first drop down menu just click on how you heard about the sale (if you are a DPOM member, click on *“I am a DPOM Member”*) and proceed.
4. Confirm that all of the information on your account is current and updated.
5. Once you are logged in, on the red option bar click on *“Manage Inventory”*, then on the green option bar click *“Transfer Items”*
6. In the first drop down option click on the past sale you wish to transfer items FROM.
7. In the second drop down option click on the current sale listed.
8. Select the UNSOLD items on each page and click *“Transfer Items Now”*. Do this until all items are transferred. You may filter items to only show unsold at the top left corner to make this process quicker.
9. Now you are ready to click *“Enter Items”* on the red option bar and can start entering new items!

TAGGING YOUR ITEMS

Every seller will be assigned a seller number in the system at registration. This is your unique number for every sale going forward.

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 was implemented, you will NOT be able to use them for the sale. You must remove the old tags and use the new tagging system.

How to create your tags:

To create tags for your items, you will need to have access to a computer with internet capabilities, a modern Internet browser and a printer. Please follow the instructions below:

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

1. Go to <https://www.myconsignmentmanager.com/durhamparentsofmultiples/>
2. Click on "Login" and log in to your user account.
3. Click on "Enter Items" at the top of the screen or the blue "Enter Items" link.
4. **Price Field:** Enter a price by selecting from the drop down menu or by 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. Do not use too many CAPITAL letters as they take up more space and you will get a warning dialogue box.
6. **Size Field:** 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 the item. Choose the closest size or use "blank size" and hand write the size on the label.
 - a. Choose half sizes ONLY for Shoes
 - b. For maternity clothing choose "not applicable" under size and then under category choose maternity size
 - c. If the size marked on the tag is a range (e.g. 3-6 mos), choose the lower end of the size to include on your tag (i.e. the tag should read as '3 mos').
7. **Category Field:** 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. **Allow Discount Field:** check the allow discount box if you want this item to be discounted by 50% during the last hour of the sale if it does not sell before then. You can choose which items you want discounted and which you do not. The tag will display either "DISCOUNT: YES" or "DISCOUNT: NO".
9. **Number of Tags Field:** Select the number of tags to create with this exact same information.
10. **Click "Add Items"**. The system will add the tag to the screen for you to view.

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



If you are running short on time for tagging, you can enter multiple tags that are non-descript with different price points on them. Once they are entered into the system you can still print them after the sale is locked so you can do some last minute tagging!

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 until the sale is locked. Click "Manage Inventory" from the menu list. 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 re-use the old tag for something else. Each tag has a unique item number and the same tag cannot be entered into the system more than once. Editing the tag information does not change the item number. These old tags will not scan properly and the item cannot be sold resulting in the item being rejected. These tags result in longer lines at the checkout and disappointed customers.

How to print and attach tags:

Before you start, please note:

- Tags must be printed on WHITE printer paper. An item cannot be sold without a tag attached.
- An item tag can only be used on one item as each tag has a unique item number and the system will not allow the same number to be entered more than once at the checkout. **DO NOT PHOTOCOPY TAGS TO SAVE TIME.** They will not scan and we will not be able to sell your item.
- Print your tags using the **NORMAL** print setting. Using the best quality print setting may cause the barcode to bleed, which will cause it to be unreadable by the scanner.
- Make sure your printer has a new ink cartridge before printing if needed, as the barcode must be clear and completely printed. Any tags with partial barcodes or poorly printed barcodes will be rejected and not allowed on the sale floor. These tags will not properly scan at the checkout.
- Do not shrink your tags when you print them. Print out eight tags on standard letter sized paper. Shrunken tags will not be accepted, as the barcodes need to scan clearly.

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 of 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. Click “Generate Tags” 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.



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.

4. Cut the tags apart and attach tags to your items.
 - a. For Clothing: Use safety pins only, no straight pins or staples. You may also use a tagging gun to attach tags. **If you are using a tagging gun, please note that we ask that you punch ONLY through a fabric tag at the neck of the item (if one exists) or to use a safety pin on items where no fabric tag exists. DO NOT PUNCH A TAGGING GUN DIRECTLY THROUGH ANY CLOTHING ITEM'S FABRIC. This change is a direct result of significant damage to clothing caused by attaching tags directly to clothing fabric.**
 - b. For books: Use painter's tape as it does not damage the item. Do not tape over the barcode.
 - c. For Zip Lock Bags (Collections of smaller items like socks): Tape or safety pin the tag to the OUTSIDE of the bags. Do not put the tag inside the bag or the item will be rejected.
 - d. For Toys and Shoes: Use painter's tape, safety pins, or zip ties as appropriate.



IMPORTANT! Do not tape over the barcode as it will not scan at checkout and we will not be able to sell your item. When sorting items, clothing must be sorted by size in your bins. Unsorted items may not be put out on the sale floor.



- 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 DISCOUNT: YES. This information cannot be handwritten – it must be printed on the tag to be valid.
- **If your tags are faded, please reprint them in order to ensure that your item has an opportunity to make it out onto the sale floor. Faded tags do not scan as easily (or do not scan at all sometimes) and this slows down the checkout process for buyers and holds up the line. Severely faded tags will be rejected during the quality control process.**

ACCEPTABLE ITEMS

Seasonal Items:

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 (**if the holiday occurs after the sale date, this varies by year**), beachy, Canada Day, etc. Please do not 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 and snow attire. Please do not bring tank tops, sandals or other spring/summer attire to sell as they will be removed from the sale floor.

Exceptions: Bathing suits, dress up clothes, costumes, and bikes may be sold at both sales.

General Guidelines:

All items must be clean and in good working order. Clothes should be free of stains, **holes, and other obvious signs of excessive wear**, smell fresh, and have no missing buttons or zippers.

If an item requires batteries, please include them with the item so the buyer can try the item out before purchasing. If the item will not 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.

Unacceptable Sale Items:

- Toys, gear or equipment with missing pieces or that are broken
- Baby walkers (in Canada it is illegal to sell or give them away)
- 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)
- Plastic items containing bisphenol A. Check to see if your items have a #7 code on the bottom. If you see a #7, the item should not be sold or given away.
- Older Strollers. Strollers made before 1985 do not meet current safety standards and will not be accepted. Strollers must have a lap belt and brakes. Wheels and locking mechanisms on folding models should all be in working order.
- Car Seats
- Breast Pumps
- Nipples from bottles should be removed from bottles before packaging them.
- Stuffed toys except for ones in original packaging.
- Wooden crisscross baby gates. Baby gates that have large diamond-shaped or large "V" openings at the top are not allowed to be sold in Canada.
- Bumbo seats that do not have the recall repair kit with them.
- **Items that have been recalled (if you would like to submit an item for sale that has been recalled in another country, please verify that it has not been recalled in Canada and provide supporting documentation)**

Items No Longer Accepted:

In an effort to ensure our sale stays relevant, our shoppers need to have an opportunity to select from among high-quality and current items. As such, we have been keeping an eye on categories of items that seem to generate very little interest among shoppers and tend not to result in sales. These items end up returned to vendors' bins and ultimately create a significant amount of work for both sellers and volunteers.

Going forward, the following items will no longer be allowed to be sold through the DPOM sale:

Shoes above youth size 6

Party supplies (including gift bags)

This list is likely to grow over time as we gain a better understanding of what types and categories of items are selling better than others

Volunteering

This sale cannot work without volunteers! We need lots of help to make this sale a success during the following times:

Friday: 12:00 p.m. - 6 p.m. - Please note this is a **very** physical shift, please contact Kevin Niles if you are interested in volunteering for this shift and anybody who works this shift is most welcome to stay for dinner afterwards.

Friday: 4:00pm-10:00pm (**approximate end time**, dinner will be provided for volunteers)

Saturday: 7:30am – 3:30pm (**approximate end time**, lunch will be provided for volunteers)

Volunteering is a great way to get to know how the sale runs and to meet your fellow DPOMers. Please consider volunteering your time even if you aren't quite ready to part with any of your children's beloved items. We are always happy to have extra hands for any part of or all of the sale. Consider coming for just Friday night, Saturday during the sale, or to help us pack up after the sale is over. No need to commit to Friday night and all day Saturday unless you want to.

Volunteer Perks:

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 who help on one of the Friday shifts (12-6 p.m. or 4-10 p.m.) AND all day Saturday will also receive a higher percentage rate on the items they sell in the sale.** Volunteers MUST be current DPOM members.

How to register as a sale volunteer:

1. Go to <https://www.myconsignmentmanager.com/durhamparentsofmultiples/> and log in to sign up
2. Sign in when you first arrive at the sale at the main check in table.
3. Sign out when you are leaving at the main check in table.
4. You do not have to sell to volunteer. Setting up an account on this site allows you to access the volunteer sign in but does not require you to sell.

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 items.

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

Type of Seller	Seller %	DPOM %
DPOM Member who volunteers both Friday (either 12-6 p.m. or 4-approx 10 p.m.) and Saturday (7:30 a.m. -approx 3:30 p.m.)	85	15
DPOM Member who only sells	70	30
Non Member sellers	60	40

SALE SCHEDULE:

Day	Time	Activity
Friday Night (the night before the sale)	12:00pm – 6:00pm	Special volunteer shift for table set up. Please contact Laura or Kevin Niles for details.
	4:00pm – approximately 10:00pm	Volunteers set up tables, racks, signs, etc. Once sellers start dropping off items, volunteers put items out on the sale floor. Volunteers – please arrive no later than 4pm. If you are able to come a little earlier, all the better
	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 discount prices (if applicable)
	12:00pm – 1:00pm	Unsold items are sorted by volunteers into seller 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 away at 2:00pm
	2:30pm – approximately 3:30pm	Take down remaining racks and tidy venue

**** With valid membership card

PICK UP AND DROP OFF

Drop Off Procedure:

Sort: Before leaving the house, have your clothes sorted by size in your bins. A maximum of ten bins will be accepted at the sale. All bins must be reasonably sized and be able to be moved by one person. Do not use oversized bins as they get too heavy to move by our volunteers.

Unpack your vehicle: Pull up to the garage door 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 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, 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 of 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 clean up.

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

- Arrive promptly at 2:00pm and wait outside until the garage doors are open 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 is not our intention to keep you waiting and know that we are 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 web page or email address for more information
- Share with your Facebook groups, book club, playdates – anywhere online or in person where people are connected.

Here are our online properties:

Sale Facebook page: <https://www.facebook.com/DPOMSALE/>

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

Email: durhamparentsofmultiples@gmail.com

Purchase 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.

Vendor booths are \$50.00 (\$60 if you would like a table and chair provided at your location).

Contact Victoria Doran (adanddiscounts.dpom@gmail.com) for more information and to book your space.

Pro Tips:

Consider printing your tags at your local office supply store - well worth the few cents per page.

If your tags are faded, please reprint them or they may be rejected.

Put together a 'Tagging Box' of items that prove useful while preparing for sale

- Painter's tape
- Plastic baggies (various sizes)
- Zip ties
- Safety pins
- Tagging gun and barbs (if applicable)
- Pen
- Marker/Sharpie

Save the store hangers from your kids' clothes to use for future sales.

Use collapsible clothing racks to help with organization during the tagging process.

You **should not** need a print code for printing tags...though I have not come up against this myself, I understand it is a function of logging into MyCM through another portal besides the DPOM Real Deal Kids Sale page. If you login through the DPOM page, you should be ok (this is the only way I have ever logged in).

You MUST choose 'register here' instead of 'login' for the FIRST time you log in to MyCM once the new sale season is opened. If you choose 'login', it will only let you register as a volunteer and a setting has to be flipped on the administrative side of MyConsignmentManager in order to register you as a seller and then you have to login again and re-register as a volunteer anyways. Flipping the setting on the administrative side may take a few days and you will miss out on valuable tagging time.

Aim to have your tags made up well before the tagging deadline as the tagging deadline will be moved progressively earlier on future sales in order to allow more time for administrative tasks leading into the sale.

Only high-quality items, current within 5 years if possible. We are looking to maintain our well-earned reputation for quality items that provide value to both our members as well public shoppers. If your items are past their prime and are looking tired, consider passing them along through other channels.

Print the sale manual so you can refer to it easily while sorting and tagging your items. Highlight any sections you find confusing (e.g. I highlight 'tags must be stuck to the OUTSIDE of the bag' because this one always trips me up). As the amended sections are currently written in red, printing in colour is a great idea or printing in black and white and highlighting all updated sections.

Create a bunch of blank tags at various price points before the tagging deadline to hold onto so you can get tagging before the next sale session is opened if you're feeling ambitious. Extra tags are also great for last-minute items that you just didn't get (or might not have had any energy leftover) to input into MyCM.