Dear Encores Consignor,

Thank you so much for registering to sell your gently used kids' stuff with Encores Kids Consignment Sale! The following information is very important for your success at the sale, so please take the time to read *this entire document*. As always, if you have questions, don't hesitate to email us at encoreskids@gmail.com.

RETURNING CONSIGNORS:
If you consigned with us prior to 2015, we are now using an online registration and tagging system and handwritten tags will no longer be accepted. Please follow the instructions below to create and print tags.

If you have already used our online tagging system, it's easy to transfer any unsold items from a previous sale to your inventory for the current sale. More details on page 6 below.

A brief overview of how the sale works for consignors:

1. To register, you will create a user ID and password and pay the $10 consignor fee through Paypal. You will not be able to start entering items in your account until you have paid this fee; after you pay, you will have immediate and complete access to your account. Be sure to save your user ID and password as it is essential for tagging your items and tracking your inventory and sold items during the sale through our online system.

2. Please **add our email address (encoreskids@gmail.com) to your email contacts or move our emails to your primary inbox if you use Gmail** so that our emails don't get sent to your spam folder. In the past, some sellers have been unable to consign their items because they failed to do this and missed important announcements concerning the sale.

3. When you are ready to start tagging, gather the things you want to sell and hang or package them according to our instructions (see below and on our website).

4. Login to your account (or follow the link on our website) where you will enter descriptions, prices, and donation preferences for each item, and then print your tags on white cardstock (detailed instructions below).

5. You will be notified by email (usually a week or two before the sale date) when the "Check-in Schedule" is available for you to register for a drop-off time. You can select a time to drop off your items when you are logged in to your account. Drop-off times are available throughout the day on Thursday before the sale. Consignors with more than 250 items **must** register for **two or more** drop-off slots (1 appointment for every 250 items).

6. During the sale, you can login to your account on Friday and Saturday evening to see which of your items have sold. You will receive 70% of the profit from your sold items (or 75% if you work three or more volunteer shifts). We will make every effort to mail checks within one week of the sale.

7. What about items that don't sell? You can pick up unsold items at a specified time after the sale on Saturday, or indicate on the tag that you would like to donate some or all of your items to local non-profits, such as Hannah House or Head Start.

8 . Don't forget to come back and shop at the sale and register to volunteer! Remember, volunteers get to shop our exclusive pre-sale on Friday morning, and can receive an additional 5 percent back on their sales for working multiple shifts!

Sale dates and times (please find specific dates for each year on our website):
- Friday
    - 10 am - Super Volunteer pre-sale. Work four or more shifts and get to shop an hour before all the other volunteers!
    - 11 am - Volunteer pre-sale. Work at least one shift and get to shop early!
    - 1 pm - Consignor pre-sale for all registered consignors.
    - 2 pm - Expecting Mom's Sale - registration required.
    - 4 pm - Pay a $10 entrance fee.
    - 5 to 8 pm (doors close at 7:45) - Friends of Encores pre-sale. Everyone on our mailing list will receive a pass to come shop the pre-sale.
- Saturday
    - 9 am to 3 pm - Public sale
    - 12 to 3 pm - most items are half-price!

Now for some more specifics about tagging:

Gather Your Items to Sell: Please review the list of items we do and do not accept on our website.

Quality Check Each and Every Item:
Keep in mind that you, our consignors, determine to a great degree the reputation of our sale. Please abide by our quality standards and don't just tag something hoping it passes our quality check. We don't enjoy rejecting items, and we can't possibly catch every toy that has a missing part, or every shirt that has a hidden tear or stain. Be considerate to shoppers and keep our reputation high. If you wouldn't want to purchase an item, other shoppers probably will pass it by also. We want our shoppers to be confident buying used goods from us because they know they won't make disappointing discoveries about their purchases later.

RETURN POLICY for items with quality issues:
Any item may be pulled from the sale and returned to you or donated (as indicated on the tag) if it does not meet our quality standards. Buyers may return defective items (stained, broken, missing parts, etc.) during the hours the sale on Friday and Saturday, and these returns will be adjusted from the sellers account. If Encores is notified of quality issues within 5 days of the sale, the buyer will be given the seller's contact information (email address), and the seller is expected to refund the purchase price to the buyer. In the event that the seller is unable to contact the buyer, Encores Consignment Sale reserves the right to issue a refund to the buyer

and adjust the seller's consignment payment accordingly. There may be a delay in mailing the seller's consignment check if quality issues are outstanding or unresolved.

Quality Checklist for Clothes
- Is it clean and in excellent used condition? Tip: Check for stains in natural sunlight. The location of the sale has fluorescent lighting, and we've found that this lighting reveals even the smallest or faintest of stains.
- All zippers, buttons and snaps *must* work properly.

Quality Checklist for Toys, Furniture and Gear
- Check the recall lists at [CPSC](#) for all cribs, strollers, car-seats, toys and other gear that you plan to sell. Do a search for the specific brand and item you are trying to sell to see if there have been any recalls on the item. We cannot sell anything that has been recalled.
- Battery operated toys must have a working battery. These will be verified during the check-in process on Thursday to be sure that the toy works for potential buyers. The Dollar Tree sells cheap batteries if you need some.
- The item must be clean.
- The item must be complete and in working order. Nothing should have missing parts. If the item is *still functional* without the missing piece it can be sold, but note the missing piece on the item's description when you make the tag.
- Puzzles, games and other toys with loose pieces should be sealed in Ziploc bags or with Press 'n' Seal plastic wrap (see below). The tag for the game should go on the *outside* of the package, but you *must not* tape over the barcode. If you have bagged pieces from a toy, be sure and attach the bag very securely to the toy so they cannot get separated.
- If selling a car seat, you must call the Department of Transportation at 800-424-9153 or go to their [website](#) to ensure that your seat has not been recalled. ***You will be asked at check-in to sign a waiver stating that your car seat is not more than five years old and has never been in an accident***. It is your responsibility to make sure the car seat has not expired or been recalled.

Quality Check - Additional Information:
- At your drop-off appointment, the sale manager will do a quality check of your items. Any items rejected during your appointment will be returned to you before you leave.
- We continue to check items during the entire sale. Items that are rejected *after* your appointment will get an "X" on their tag, and will be returned to you with your unsold items after the sale. Any items rejected during that sale that are designated for donation will be donated as is.

Gather Supplies:
Now you're ready to start tagging. What will you need?
- **Safety Pins OR Tagging Gun and Barbs** - A variety of sizes of safety pins is often useful. For a tagging gun, it must have a fine size needle & barbs must be 1-2 inches.
- **Plastic Wrap or Press 'n' Seal** - Plastic wrap can be used to wrap all sorts of awkwardly shaped items.
- **Tape (clear packing tape and painter's tape)** - *NOT Scotch tape or masking tape*, which are too difficult to remove without potentially damaging tags or items.
- **Wire Hangers** - Most dry cleaners or businesses that have uniforms dry cleaned are happy to give away extra hangers. Painted hangers are acceptable, but not those coated

in vinyl because they do not slide on our racks. Any paper coverings or cardboard tubes *must* be removed.

- **Ziploc Bags** - Medium and large sizes of Ziploc bags (or similar brands) work great for packaging toys, sets of onesies, shoes, and other odds and ends.
- **Zip-Ties** - Use zip-ties to attach shoes, toys, etc. to each other.
- **Cardstock** - You **MUST** use white cardstock to print your tags. NO Exceptions!
- **Scissors** - To cut your tags apart after printing.
- **Printer** - If you do not have access to a printer, you can save the tags as .pdf files and email or take these files on a memory stick to Staples, FedEx Office, or Office Depot to have them printed for a nominal charge.

Computer/Printer Requirements for Printing Tags:
- Access to a computer with Internet access and a printer (or the capacity to print somewhere else as referenced above).
- White cardstock. Do not use textured paper because the barcodes could bleed or print incompletely.
- Do not place painter's tape over the barcodes. Clear packing tape is permitted as long as it does not damage the item or it's packaging.
- You must use a printer with normal toner. No dot matrix printers. Inkjet printers are preferable.
- NORMAL or DRAFT printer quality works best. "Best" quality is too dark and can cause the barcodes to bleed.
- If you have a color printer, select "Black Cartridge Only" from the printing properties screen if available. Otherwise sometimes the tags can appear purple and blurry.
- Please test print at least one page of tags and make sure the barcodes are crisp and clear and not bleeding. **You should be able to see solid black lines of varying widths with white space in between them. Additionally, the text on the tag (including descriptions and size info) must not be cut off on either the right or left margins.** Some printers may decline in quality and the ink might bleed with a large print job, so continue checking barcodes as you print them and print smaller batches if necessary.

Pricing Guidelines: Please review our recommendations about how to price your items on our website. Bottom line: Price your items higher than a garage sale, but lower than a consignment store.

Pricing Basics:
- Sell smaller items together as a set. For example, if you're selling several onesies that aren't worth $1 each, sell them as a set of three for $1.50 in a ziplock bag. The same goes for socks, books (only two per bag), and other less-expensive items. We do not recommend making "sets" of clothing on a hanger (ie. a pair of shorts and a t-shirt) unless the items were originally purchased as a 2-piece set with a matching or coordinated top and bottom. Shoppers do not like being forced to buy a shirt they don't like in order to get a pair of shorts they do like.
- **Decide whether to discount:** If you do NOT want a particular item sold at 50 percent off during the ½ price sale at the end of the sale on Saturday, leave the Discount checkbox *empty* when you are creating your tags. Generally, more of your items will sell if you do

discount them during the ½ price sale.

- **Decide whether to donate:** If you want your unsold items donated at the end of the sale, please check the box for the Donate field when you are creating your tags. Donated items will have a black asterisk on the bottom right corner of your tags.

Using the Online System

The system consists of a database where all of your items are stored as you enter the item's information and click "Add Item." You do not need to 'save' your items, because they are automatically saved when you add them. You can print tags (8 per sheet) immediately or at a later time.

How to enter, manage and print your tags:

Before you start, sort your items by GENDER, then SIZE. It will greatly increase your efficiency as you create tags and will save you time in the end if you do this step up front.

Enter Item Information

Login to your [MyConsignment Manager account](#) and select the Enter Items link. You are not limited to using a desktop or laptop computer! This system works well on an iPad and likely other tablets. Smartphones are a little small and the system isn't very mobile-friendly, but it does work. Your seller number will automatically be entered based on your account information.

For each item, you will need to enter the following information:

- **Price:** Select from drop-down menu. Prices begin at $1 and go up in $.50 increments.
- **Discount:** Check this box if you want your item to be discounted (50% off) during the ½ price sale. Each tag will be clearly marked "Discount: Yes" or "Discount: No."
- **Donate:** Check this box if you want this item donated to charity if it has not sold by the end of the sale. A large black asterisk (*) will be printed on the bottom right corner of the tag to indicate that it should be donated.
- **Size:** Select appropriate size from drop-down menu. We have tried to identify all common clothing and shoe sizes, but please contact us (encoreskids@gmail.com) if you do not find the size you need.
- **Description/Brand Name:** Type the brand name and a short description. (Examples: Old Navy swimsuit, Land's End jeans)
- **Description:** Add any additional info that would be helpful, such as color, design, or quality notes. (Examples: Pink Polka Dots, Nemo, New With Tags!, Fits smaller than sized, etc.)
- **Category:** Select a general category from the drop-down menu. Again, we have tried to include most categories, but email us at encoreskids@gmail.com if you cannot find an appropriate category for your item.
- **Identical items:** If you have several *identical* items, you can create multiple tags with the same information by selecting the number of tags desired in the "Power tagger" line above the Add Items button. ONLY choose this option if the items are *identical*.

Add Items

- Click "Add Item(s)" at the bottom of the form, and you will see your item's information

populated in the list below. You can edit or remove items from this page while you are currently entering items or from the "Manage Inventory" tab at a later time.
- You can enter as few or as many items in one session as you would like. Be sure all information is complete and correct for each item before you print your tags.

To Transfer Unsold Items from a Previous Sale
- Select the MANAGE INVENTORY Link at the top of your account page.
- Choose ITEM TRANSFERS and enter the previous sale and current sale in the appropriate fields (previous sales will be marked "closed" and the current sale will be marked "active").
- Check the box to the left of each "Not Sold" item that you would like to try to sell again.
- Click the "Transfer Item(s) Now" box
- Return to the "Item Actions" page and make sure the current sale is selected to verify that the item(s) transferred
- DO NOT select "Reset the Items' Number Count" unless you plan to reprint ALL your tags. Old tags are fine as long as the barcode is clear, the tag is not crumpled or torn, and both the seller # and item # match your inventory list. If you change the item number or any other information (donate, discount, etc.) in your inventory, but do not reprint your tag, you run the risk of not receiving credit for the item if we cannot identify it during the sale.

Print and Prepare Your Tags
- When you are ready to print your tags, click on the Print Tags tab.
- Prepare your printer according to "Computer/Printer Requirements" as listed above.
- Load your printer with WHITE CARDSTOCK paper.
- DO NOT print on regular copy paper. The tags WILL tear, wrinkle, and bend, and may be detached from your item and lost. DO NOT use textured paper which might cause the ink to run, print unevenly, or flake off. *If you come to your drop-off appointment with improper tags we may be forced to deduct percentage points from your final amount and/or you may not be able to participate in the sale.*
- DO a test run before printing all your tags to make sure the barcode is crisp and not bleeding. All printed tags must have a clear and complete barcode.
- Check the text on the right and left margins of each page to be sure the tags printed completely. **If the text "Item #" is not printed clearly and completely below the barcode or if any information on the right margin of the tag is blurred or cut off, the barcode did not print completely and that tag must be reprinted.**
- Cut the tags apart and attach per instructions below.
- Be careful when attaching tags to make sure the description matches the correct item.

If you're familiar with our tagging process, here's a quick review of the tagging Do's and Don'ts. Check out our tagging videos: tagging clothes and books and toys.

Tagging DO's
- Use standard weight white cardstock. Do not use regular paper or heavier cardstock.
- Only one tag per item.
- **Use wire hangers.** Make sure the hanger is turned so it looks like a question mark.

- *Always* use safety pins to attach tags to clothing, or tagging guns with a *fine* size needle and 1-2 inch barbs.
- Be sure that all the information on your tags is correct and that the correct tag is on the appropriate item.

Tagging DON'Ts
- Don't pin tags on horizontally.
- **Do not tape over the barcode with painter's tape.** Make sure the tag is firmly attached to the item - safety pins for clothing, tape or zip ties for other items. Use painters tape for books or items that could be damaged by removing packing tape. Use packing tape for plastic toys or items in plastic bags.
- DO NOT modify a tag. Don't cross out, white out or change a price in any way. If you need to make a change to a tag, you must do so in your online account and reprint it.

The Tagging Process - Package and Prep Your Items

Tagging Gun Instructions

Tagging guns are quite handy to use for attaching the printed tag rather than safety pins, though they are not a requirement. If you prefer to use a tagging gun, you must use a tagging gun with a fine sized needle and barbs that are 1-2 inches, something like this.

Be sure you buy a **fine sized needle** as we do NOT want holes in our clothes. The fine size needle does not completely eliminate that possibility, so the barbs need to be attached differently than a normal tag. For most items, please attach to the item's size tag in the back of the garment. It should be near the top that it won't take the sellers long to find. If it is an item that does not have a tag, such as a shirt, please attach it where the seams come together in an inconspicuous place, like under the arm.

Clothing:
- Hang clothes on wire hangers, with the hanger facing left, like a question mark.
- Nothing should ever be pinned to the bottom wire of the hanger since the clothes will hang too low on the racks and tend to bunch up.
- Even small baby shirts can be hung on a hanger. For baby items that are too small to fit on a wire hanger, carefully pin them to the top of the wire hanger using safety pins.
- Please place your tag as far over on the right shoulder as possible, as you are looking at the garment to keep the front of the shirt visible and make the tag easily visible when the shirt is hanging with other clothes on a rack. Make sure your hanger is curving left, just like a question mark.
- Pin pants to the TOP WIRE of the metal clothes hangers. If pants or jeans are particularly heavy (especially sizes 4T and above), you can squeeze the ends of the hanger together and push them through the back belt loops. Be sure to also pin the pants to the hanger. Please use large (2") safety pins for all pants, otherwise the weight of the pants makes the safety pins pop open and fall off the hanger. See photo below and check out our tagging video for more tips.

Pants with the hanger through the loops and pinned:
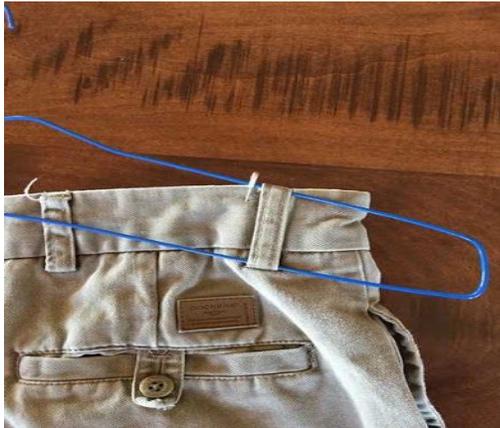
- To hang a two-piece set, start by hanging the shirt on the hanger (if it's too small to fit on the hanger, pin it to the hanger using the instructions above). Next, flip the shirt and hanger over. Now set the pants on the shirt, with the front facing out. Putting the clothing items back-to-back allows shoppers to easily inspect the item. Pin the top of the pants through the shoulders of the shirt and the hanger, on the top part of the hanger, not the bottom of the hanger. Remember, the hanger must be pointing left like a question mark when the shirt is right-side up. Don't pin the pants to the bottom of the shirt. It will damage the shirt and be more likely to fall off. Pin any additional matching items (bloomers, socks, hat, bib, etc.) to the top of the hanger on the back of the garment. We will not accept items that are just draped over the neck of the hanger - they are easily lost or stolen.

Packaging Non-clothing items (Games, Toys, Books, Shoes and Blankets): Games and toys vary in size and shape so much that it's hard to give specific instructions on how to tag and price them. Watch this video and read our general guidelines and tips. **When taping a tag to a bag or item, it can be secured with clear packing tape only if the tape will not damage the item when it is removed.**

- **Please note, we only allow <u>two</u> books per Ziploc bag.** Books must be placed back-to-back so the covers are visible through the bag. Tape the tag to the outside of the bag. For single books not in bags, you must use *blue painters tape* to attach the tag to the book so that the cover is not torn when the tag is removed.
- Toys with multiple pieces should all be contained in Ziploc bags or another container of some sort. Tape the tag to the outside of the bag using *clear packing tape* (painter's tape tends to come off of Ziploc bags).
- Remember that all battery-operated toys must have **working batteries**, so we can verify that it is in working order at drop-off and so that shoppers know the game works.
- Tags should be taped (clear packing tape or painters tape NOT over the barcode) or tied to games. To tie on a tag, punch a hole at least ½" from the top of the tag, and use ribbon, string, or zip ties to tie it securely to the toy or game.
- For board or wooden puzzles, use Glad Press 'n' Seal to cover over the entire puzzle and keep all the puzzle pieces in place. That way, the buyer can see the "finished product" and also see that no pieces are missing. Then simply tape the tag to the outside of the Press 'n' Seal. (See example below)
- Any time you put items into a Ziploc bag, you MUST tape the tag to the OUTSIDE of the bag. Do NOT put the tag into the bag!
- Non-clothing items like blankets and bedding sets will often fit into larger Ziploc bags. For items too large to fit into a bag, use ribbon around the blanket or set, wrapping it like a Christmas present both horizontally and vertically to hold it all nicely together. Pin the tag to the outside.

Packaging Shoes: Shoes must be clean and in excellent condition. Simply tie both shoes together using string, a zip tie, or ribbon. Punch a hole in your tag and thread through the tag.

Penalties for improper tags:

- If you bring improperly hung and/or tagged items to drop-off we may choose to accept your items on the condition that you will receive a lower cut for your sold items. This may sound harsh, but these guidelines are in place for a good reason, and tagging mistakes cause difficulties in arranging our merchandise and delays at our checkout lanes.
  - For 1-50 improperly tagged items, we will deduct up to 5 percentage points.
  - For 51-100+ improperly tagged items, we will deduct up to 10 percentage points.

We wish you the best with your tagging process! Don't worry, you'll get the hang of it quickly! We have these guidelines in place to ensure a smooth and successful sale for you, our volunteers and our shoppers. As always, we welcome your questions either by email at encoreskids@gmail.com or on our Facebook page.

Thanks!
The Encores Team