

# FAQ

## Online Registration

### **1. Why are you going automated?**

It is time for us to catch up with other sales in our area. We try very hard to stay competitive with our other sales to make sure you are getting everything you should be getting from our sale. Going automated ensures that we will maintain an accurate, up to date database that we can advertise through. You, the consignor, will have the ability to watch all of your sales day by day with updated data. We can keep track of inventory, sales and consignors all in one spot keeping a much tighter grip on the sale overall.

### **2. Why do I need a new number? Why can't I use my existing number?**

In this new process, we are clearing up our old database and starting fresh and new. We have found some duplicate numbers, old addresses and other inaccurate information. We would like very much to set-up a database where we are able to communicate through email so that you, the consignor, has the most up to date information regarding our sale. When everyone is registered, we have an accurate list that will save you time and save us time in the future with advertising. No more lost flyers! The new software is not compatible with the lettering system we used in the past.

### **3. Why do I have to print my tags online?**

Tags that are electronically barcoded eliminate the possibility of human error. The tags are printed with a barcode on the bottom of each one. That barcode will contain important information. Your seller number, your item description and your chosen price will all be in the code. The barcode will then be scanned during check out and entered directly into our computers. There are several advantages to this that I have listed below.

## Advantages

- Once you register with our new website, you have your very own consignor log in. You can track your items during the sale each and every day. Once you have an account, you will always have an account with us. Your number will remain the same as long as we have this software.
- Allows the sale owner to have more information about the items in your sale.
- Each and every item in our sale has it's own unique ID, which allows us to track information about each and every item in our sale.
- Allows consignors to print their own barcoded tags keeping them in charge of their items. No more time spent sitting on the floor hand writing tags and no more coloring little dots!!!
- Provides more information to your consignors, allows them to see on their seller report what items (by description) sold and did not sell. No more thumbing through your tags to make sure your check is correct. We give you a detailed report.
- Allows more accurate information to be provided to your shoppers on their sales receipt (actual item descriptions are listed).

- Most importantly, it provides overall tighter control of the sale.

## Disadvantages

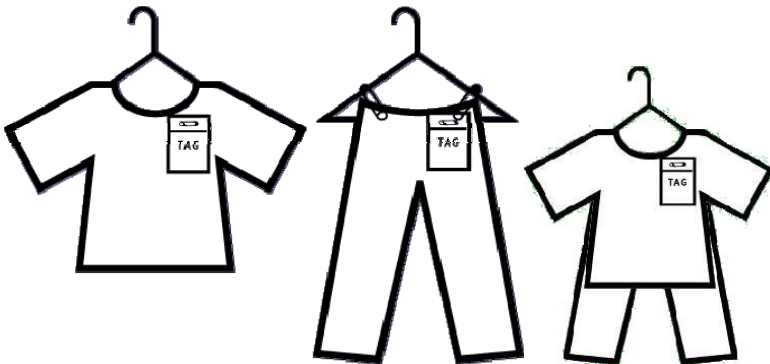
- This software requires the consignor to enter each and every one of their items online.
- When consignors print their own tags, the sale owner cannot control factors like the quality of their printer, etc. We have several helpful hints to eliminate simple printing errors listed below.

## Getting Started

### 1. Register as a new consignor immediately.

Go to [dcanet.org](http://dcanet.org) and click on the consignment sale link to get started. We require everyone to register for every sale. This helps us keep track each and every time so we know how many consignors we have each sale. **You can even sign up to work a shift online!**

### 2. PREPARE YOUR ITEMS



- A. Hang clothing on ADULT-SIZED hangers, with the hook pointing to the left as shown above. We prefer and recommend PLAIN WIRE HANGERS. Pants should be hung on hangers using large safety pins towards the middle of the waist, to prevent slipping. Outfits should be arranged as shown, with the top in front, and pants hung on back. Attach matching bows, socks, etc, with safety pins or cable ties.
- B. Attach one consignor tag to each item or outfit, placing the tag to the upper right as shown. You can use LARGE safety pins, but we prefer cable ties, which keep tags attached much more securely.
- C. For onesies, socks, and other small items, place same-size items in ziplock bags, and attach your consignor tag using clear packing tape. Be sure to tape ziplock bags closed securely using clear packing tape. This will help to prevent loss or theft of your items
- D. For strollers, cribs, highchairs, car seats, and other large items, tags may be attached using cable ties or clear packing tape.
- E. Please secure puzzles and toys with multiple pieces using ziplock bags, and attach ONE tag.

### 3. PRICING ITEMS (Pricing can be tricky - here are some thoughts to keep in mind).

- A. Put your best foot forward. Make sure all items are clean and pressed and smell fresh. Nothing dingy or outdated.
- B. PRICE TO SELL! There's nothing more rewarding than cleaning out your closets AND making money at the same time!
- C. Let things go for HALF-PRICE! It's better to get 50% and clean out your closets than to get items back that you don't need. And don't forget - if you plan to donate your unsold items, at least let them go for half-price! Just check the discount box when entering items.
- D. A good rule-of-thumb is to price your items at 25% - 30% of retail. This varies according to the brand of your items and the condition they are in. Pricing at consignment sales is most similar to resale or consignment shops' pricing. Here are some examples of what prices we usually see at our sales:
- E. **CLOTHING:** \$1-4 for play shirts, shorts, etc. (remember - no stains or holes!), \$3-7 for nicer shirts or shorts, \$6-10 for nice 2-piece outfits, \$4-8 for jeans, \$6-15 for nice dresses, \$10-18 for multiple-piece sets. These are only examples for your more common brands, such as Carters, GAP, Old Navy, Osh Kosh, Gymboree, etc. Boutique and European brands such as Strasburg, Oilily, Orient Expressed, Mis Tee V Us, Baby Lulu, etc. are priced a little higher and are the first items to go.
- F. **EQUIPMENT:**
  - Stroller prices vary greatly based on their condition, style and features. Most stroller prices (excluding umbrella strollers) typically range between \$20-65, with double strollers and combos possibly going higher.
  - Cribs usually range from \$25-100, depending on their age, style, condition and brand.
  - Walkers and Bouncy Seats: \$5-25.
  - Exer-saucers: \$10-35. Swings: \$10-25.
  - Car Seats: \$15-50
  - Pack-n-Plays: \$10-50.
- G. **MISC:** VHS Videos: \$1-5, DVD's: \$1-8.

**NOTE:** Please bring only Spring/Summer garments for this sale. Please do not use S, M, L on your tags except for maternity clothing. Replace missing buttons; sew loose hems and seams; clip loose threads; make sure zippers and snaps work properly. We do not accept clothing with stains, holes or tears so check your items outside in the sunlight as you can often see better than under interior lighting. Check clothing for current fashion (within the last five years). Single pants should be safety pinned to the top of the hanger at each side. For two-pieced garments, the waistband of the pants/skirt needs to be safety pinned to the back shoulders of the shirt (catch the hanger with the pin.) **All clothing items must be hung on wire hangers.**

# **Entering your item tags online.**

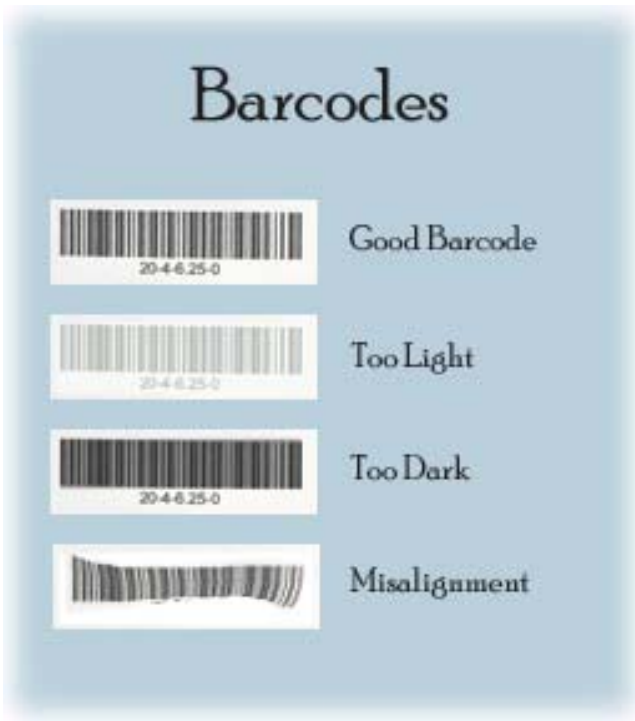
*Take a deep breath. This is really very easy and very fast!*

## **1. How do I enter my items?**

- You must enter a detailed description of your item, including the brand name, on the tag. If the tag becomes separated from the item, we may be able to match it back up if provided a good description.
- Please do NOT make any handwritten changes to your tags once you have printed them. Price and discount information is imbedded in the barcode, so changing the price in writing won't convey to our system. If you change your mind about a price or whether to sell the item at 50%-off, please edit your tag in the online tagging system and reprint your tag.
- Other consignment sales use barcoded tags, but you must make a NEW tag using your DCA consignment number in order to ensure that you receive credit for your item at our sale. Items tagged with another sale's barcode will not be recognized by our system and will not be sold!
- You'll note that there are several categories of toys. We find that toys sell best when organized into like items. Please choose the appropriate category for your item.
- We cannot sell items without tags, so please attach your tags securely. One inch safety pins or plastic cable ties work best for clothing items. Painter's tape works well for books and puzzles (clear packing tape may tear the books at check-out.)
- Please use cable ties to keep multiple-piece items together (car seats and strollers, game systems and cartridges, toys and their cases, etc.)
- This is the last sale that we will use your tags to tally your total sales, so they must remain intact - even after we remove them at checkout! **USE ONLY CARD STOCK PAPER!**
- When printing, if you do not want to buy an entire ream of cardstock, it is very easy to save your tags to a CD-rom or jump drive and have them printed at Office Max, Office Depot, etc.

## **2. Do I have to print my tags on special paper?**

Yes. You will need to use a standard cardstock paper. (White, 50lb. – 90 lb). This paper is slightly heavier than regular printing paper ensuring it will not rip or tear off of your items. With our new software, you will be able to enter each item you wish to sell online with us. After you enter each item, you will print your tags. You can print 6 tags per page with this software. With a 120 item limit, that is a total of only 20 pages. Ink should not be an added expense as black and white is all that is required. No color. Use your black cartridge only and make sure it does not print too light or too dark. See photo. Truly, it is no different than printing airline boarding passes. If you wish, you can even save your tags to a file and send them to any Fedex Office (*AKA Kinkos*) will print them for you at \$.20 per page. Below is a photo of actual barcodes the good, the bad and the ugly!



**3. What if my tags do not scan properly when I bring my clothes to drop-off?**

No problem. If your tags are not scanning properly due to ink or other issues, we can print them right there on site. Because you entered all of your items into our system, we can easily pull your account up on our computer and print your tags right there at no extra cost to you. We have plenty of helpful hints to help you with the printing process to make sure that yours tags will scan properly. Barcodes should be printed on a laser printer in order to produce the quality needed for our scanners to work. Ink jet/desk jet printers will not work as well- the scanner may not read the bar codes, even though they may look fine to the naked eye. If you do not have access to a laser printer, email your tags to an office supply store, such as Office Max, and have them print a master copy on a laser printer. Do not "bold" your bar codes when you print them. Too much ink will cause bleeding and smudging. It really is no different from printing out airline boarding passes.

**4. What is the black dot that is printing on my tags?**

This black dot will only appear on your item tag if you marked that item as "DONATE." This helps us sort much faster at the end of the sale.

**5. What is the letter code that keeps showing on all of my cards?**

This letter code is strictly for our staff. We assign a letter to each consignor that will assist us in the sorting at the end of each sale. We love that our cosignors can find their clothes quickly and easily on pick-up day. This system will allow us to do that much faster and without as many errors. If you have consigned with us in the past, this will take place of the color coding.

**6. Can I still participate in the sale even if I do not wish to register and print my own tags?**

Yes and No. We require everyone who wishes to consign with us to register on our website. This protects us and it protects you as well. You will be able to electronically view all of our policies, procedures and hours.

If you wish to consign, but do not want to print your own tags or do not have the capability to do so, you may still consign. Just bring us your items and we will manually make tags for you on site. You will still be responsible for pinning the tags on yourself. There will be a small fee for printing your tags. We will burn through much more paper and ink if we have even two people that take advantage of this than if you did it at home yourself.

Unfortunately, we will need to make that money back.

**7. Will you take all my items?**

Each consignor may bring a maximum of 120 clothing items and 5 pairs of shoes. Also, we will be screening items very closely as to maintain the quality of the sale and our reputation. Please don't be offended if we ask you to take back some of your items. It is often easy to miss a spot or a tear when you are getting your items ready at home. We want to be known for having the best quality merchandise. Many of our consignors are also our biggest shoppers and we want you to be confident in the items you are buying. We also check to make sure items brought to the sale are for the appropriate season. Please see the [Items Accepted](#) on the sale flyer if you have questions.

**8. What if I enter all of my items and print all of my tags and you do not accept some of my items at drop-off?**

No problem. Those items will just be in our system under your name and will remain there until you delete them. You can even keep them in your inventory until the next sale if the item was an out of season item.

## **Other FAQ**

**1. How much time should I designate for dropping off my items?**

A typical drop-off does not take more than 30-45 minutes, but this varies according to how many people have come to drop-off at the same time, as well as how many items you are bringing. Lunch time and evenings are typically busier, and especially the last 3 hours or so of the final drop-off day. You can speed up your drop-off by having your items correctly hung, tagged and barcoded, as well as having them in order by gender and size when you bring them in. No appointments are necessary. First come...first serve.

**2. How do I attend the Consignor's Presale?**

If you have registered to consign clothing in the sale, you will be issued a yellow copy of your consignor agreement. **YOU MUST HAVE THIS YELLOW COPY WITH YOU TO ATTEND THE PRESALE!**

**3. Who can I bring to the Presale?**

We know it can be helpful to have someone with you to help you shop. At the same time, it is important that we keep it fair to those who have earned the right to shop at the Presale by not allowing uninvited guests. We want to make your shopping experience as comfortable and convenient as possible. The gymnasium can get crowded and a little crazy on this night. For these reasons, **ONLY ONE PERSON PER CONTRACT** will be allowed in. Our staff contains volunteers that cannot be responsible for children. For this reason, we do NOT have child care available, so please leave the little ones at home. This sale requires many, many volunteers to help it run so smoothly. Some of those volunteers are our very own DCA students. We do allow them to shop at the presale for their volunteered hours. Absolutely no strollers or guests, including spouses, are allowed at the presale. We have plenty of staff to assist with large items if you need help. We appreciate your understanding of our policies and we ask for your cooperation. You **WILL** be turned away at the door if these requests are not honored.

**4. What if I lose my consignor check? Can I get it re-issued?**

Yes, if you lose your consignor check, we will issue a replacement check, but we must deduct \$30 to cover bank fees we are charged for cancelling your original check.

**5. Will I receive my tags back after the sale?**

No. With our high degree of automation we no longer see the value in retaining tags. Sorting sold tags at the end of each sale is an extremely labor-intensive process and very few consignors have actually been interested in getting their sold tags back. Along with your check, you will receive an itemized Seller Report showing which items sold and if they were sold for half-price.

**6. I've heard about a new law that means that anyone selling children's items will have to test for lead and phthalates. Does that mean you can't have the sale?**

No. The Consumer Product Safety Improvement Act (CPSIA) was signed into law in August of 2008. This law prohibits the sale of children's products containing more than 600 parts per million (ppm) total lead, or containing more than 0.1% of certain specific phthalates. As written, this law required third-party testing of all children's items (including furniture, clothing and toys) before they could be sold, whether they were new or manufactured prior to 2009. However, the Consumer Product Safety Commission issued a clarification of the law that allows us to still have a sale. We are committed to following the law and will help consignors determine if their items are acceptable for sale.

**7. Why do you recommend adult-sized wire hangers?**

Your items will sell best when they're displayed on a hanger, not in a wad on the floor! Children's clothing is much less likely to slip off an adult-sized hanger. Wire hangers take up less rack space, and move more freely on the rack, allowing shoppers to look through MORE items EASILY.

But don't just throw away your child-size hangers! Bundle them in groups of 10 or 20 and consign them separately!

**8. How do I keep these pants from sliding off the hanger?**

Pants sell best when hanging neatly and flat, not bunched up at the bottom of a hanger. When you safety-pin your pants to the hanger, pin them to the shoulders of the hanger as shown. Don't pin at the edge of the waist-band. Pin towards the middle of the waist-band. Now there's no room for them to slip!