

**SEYMOUR JOHNSON
AFB THRIFT SHOP**

**OPERATING POLICIES
AND PROCEDURES**

24 May 2019

Seymour Johnson AFB Thrift Shop Policies and Procedures

1. GENERAL INFORMATION

- 1.1 The name of this activity shall be the Seymour Johnson AFB Thrift Shop (“Thrift Shop”).
- 1.2 This activity is not an instrumentality of the United States Government. It shall operate on Seymour Johnson Air Force Base with the permission of the Mission Support Group Commander. The Seymour Johnson AFB Thrift Shop Procedures follow the OCSC and ESC Bylaws and Constitutions.
- 1.3 The Thrift Shop is sponsored and operated jointly by the Seymour Johnson Officer and Civilian Spouses’ Club (OCSC) and Seymour Johnson Enlisted Spouses’ Club (ESC). The Thrift Shop Advisory Council oversees the operation and policies of the Thrift Shop.
- 1.4 There shall be a Manager from the OCSC and a Manager from the ESC as representatives of the shop to their respective boards. They will serve as co-Managers of the Thrift Shop.
- 1.5 A Facility Manager shall be appointed by the Council to work with Civil Engineering and other entities to ensure the building and grounds are maintained and protected. This position may be filled by one of the Managers.
- 1.6 The Thrift Shop Advisory Council shall consist of the following voting members: OCSC Advisor (or his/her designee), ESC Advisor (or his/her designee), OCSC President, ESC President, OCSC Manager, and ESC Manager. In addition, the Council will also include the following non-voting members: Bookkeeper, Facility Manager, and Thrift Shop Representative. The Thrift Shop Representative shall vote if needed to break a tie. The Council shall meet quarterly or as needed. Meetings may be called and chaired by either of the Managers or by any Thrift Shop advisor.

2. PURPOSE

- 2.1 The purpose of the Thrift Shop is to provide a convenient means for authorized personnel to sell used personal property items via the consignment method. It is not intended to serve as a market retail outlet for individuals seeking a part-time business opportunity. The Thrift Shop may not purchase for resale, nor accept for sale, merchandise from any dealer or business. This provision will not be interpreted to preclude the Thrift Shop from accepting for resale from any authorized patron any article legally acquired for personal or household use, which the owner no longer desires to retain.
- 2.2 The Thrift Shop is a nonprofit organization from which net proceeds (net income after operating expenses are deducted) are divided between the OCSC and the ESC based on hours worked by each individual club. Proceeds are used exclusively for charities designated by each club. Proceeds are to be deposited exclusively into the clubs’ charitable accounts.

3. THRIFT SHOP STAFFING

- 3.1 The Thrift Shop staff shall consist of a Bookkeeper, Managers and volunteers.
- 3.2 The Bookkeeper position shall be a paid independent contractor position filled by an active duty or retired spouse. The Thrift Shop Council will review applications and select the strongest candidate. The Bookkeeper contract will be for a one (1) year term (June - May), after which time the contract may be extended by the Thrift Shop Council, if the existing Bookkeeper so desires.
- 3.3 The Manager positions shall be filled by one volunteer each from OCSC and ESC. These persons will ensure that there are sufficient volunteers for each day the shop is open. They will also address any complaints/suggestions from volunteers. There shall be a Manager working in the shop each day the shop is open. Each Manager will work at the shop one day a week with the ESC Manager covering Tuesdays and the OCSC Manager covering Thursdays. The Managers will manage jointly, with the Thrift Shop Representative from the Council having the deciding vote in case of split decisions.
- 3.4 All other positions are staffed by volunteers. Children age 14-17 may volunteer with parent/guardian present. Volunteers must be active duty or retired military members, civilian employees of the United States, Military Affairs Committee members, or family members of those persons. No staff member will have ownership interest in, be an employee of, or have any other affiliation with another business that could benefit or profit from the staff member's relationship with the SJAFB Thrift Shop, or when such ownership, employment or affiliation with another business would otherwise give rise to an actual or apparent conflict of interest.
- 3.5 Any volunteer or independent contractor may be relieved of Thrift Shop work for just cause as directed by the Thrift Shop Advisory Council. Examples of just cause for termination include misrepresentation or falsification of information on a Thrift Shop independent contractor application, failure to abide by the Thrift Shop Policies and Procedures, and violation of U.S. law or military regulations.
- 3.6 Volunteers and independent contractors of the Thrift Shop agree not to sue the OCSC, ESC, any of its members, the United States Government and/or the United States Air Force for any action that may arise out of the operation and/or activities of the Thrift Shop.
- 3.7 OCSC and ESC Governing Board members (elected or appointed) shall not be hired as independent contractors. They can apply for the independent contractor position, but must resign their elected or appointed office if their contract becomes effective before their board term of office expires.

4. GENERAL OPERATIONS

4.1 HOURS OF OPERATION

- 4.1.1 Hours of operation are 0930 to 1300 on Tuesdays and Thursdays. The shop may also be opened on other days. The choices for those dates will be decided by the two Managers. The shop will be closed June through August unless otherwise decided by the Thrift Shop Council. These hours may be modified at the Thrift Shop Council's discretion.
- 4.1.2 Consignments will be processed between the hours of 0930 and 1130. Between the hours of 1130 and 1300, no consignments will be processed unless arrangements have been made in advance, or with permission from the Thrift Shop Manager.

4.1.3 Either Manager has the authority to close the Thrift Shop, or a portion thereof, at any time there are an inadequate number of volunteers to effectively operate. They will also make decisions for closing during inclement weather or for school closings.

4.2 STAFFING GUIDELINES AND VOLUNTEER BENEFITS

4.2.1 There should be a minimum of five (5) volunteers to run the consignment room and sales counter at the Thrift Shop. These volunteers will fill the following positions: cashier, assistant cashier, consignment table, computer and tagger. At the discretion of the Manager on duty, the shop may open for sales and consignments with fewer volunteers.

4.2.2 The Thrift Shop may be open for sales only (no consignments to be taken), if three (3) volunteers are present. These volunteers will fill the following positions: cashier, assistant cashier and floater. The consignment area will remain closed. At the discretion of the Manager on duty, the shop may open for sales with fewer volunteers.

4.2.3 Only individuals trained on the Thrift Shop cash register will be allowed to use the register. This position should be limited to the same one or two individuals on each specified day, if possible. Cashiers should monitor the register at all times.

4.2.4 Volunteers should bring their purchases to the front counter with tags still attached to items being purchased and stand on outside of counter and be processed as any other customer would be. Volunteer cashiers should not ring up their own purchases.

4.2.5 Volunteers must work at least 4 hours per month to retain their volunteer privileges which consist of: consignment 30 items per day at the Manager's discretion, free contracts, no withdrawal fees, half-price on donated items marked \$1.00 or more, and reimbursement of childcare costs as outlined in section 5.3.1.

4.2.6 Volunteer consignments will be completed before or after regular consignment hours (0930 to 1130). Once consignment hours have begun, volunteer consignors may consign as time permits. Contracts must be written at home.

4.2.7 Volunteers are responsible for placing their items in the proper place on the sales floor and for retrieving their items before the expiration date on their contract. Items that expire on the floor will be marked down and sold as donations.

4.3 FILES MANAGEMENT

4.3.1 Thrift Shop records, reports and financial data will be archived according to the following time frame:

- Financial Records (statements, bills, checks) - 7 years
- Sales Receipts - 1 year
- Sales Tickets - 1 year
- Expired Consignment Sheets - 6 months
- Incident File - 2 years

4.4 PATRON ELIGIBILITY

4.4.1 The Thrift Shop shall operate as a sales facility open for purchases to all persons allowed access to the base. The Thrift Shop does not have authority to allow any customer entry into Seymour Johnson Air Force Base who is not otherwise authorized entry.

4.4.2 Only authorized patrons may consign items to the Thrift Shop. Consignors must verify authorization by presenting a valid DOD ID card prior to conducting the transaction. Only

one account is allowed per family. Authorized patrons must be 18 years or older and include:

- All military personnel and their dependents
- Military retirees and their dependents
- Civilian employees employed at SJAFB
- Members of the Military Affairs Committee

4.4.3 The Thrift Shop has the right to refuse service to anyone who behaves disrespectfully towards a volunteer or patron. Additionally, service may be refused if a patron abuses the purpose for which the Thrift Shop is established (e.g. the consignment of non-personal items - items that are purchased intentionally to be sold for profit).

4.4.4 The decision of a Thrift Shop Manager concerning either the consignment or sale of an item or any other customer dispute is final. The Thrift Shop Managers shall make decisions when problems arise that are not covered by this policy manual. If the problem cannot be resolved by the Thrift Shop Managers, they will bring the unresolved problem to the attention of the Thrift Shop Advisory Council at the next regularly scheduled meeting.

5. CONSIGNMENT PROCEDURES

5.1 New consignors will be issued a consignment card. The consignor numbers will be determined as follows: First initial of last name and last 5 numbers of sponsor's Social Security Number. When consigning, each consignor must present a valid DOD ID card and consignment card to establish that he/she is authorized to use the Thrift Shop. **NO EXCEPTIONS.** If consignor does not have the consignment card he/she may purchase a new one for \$1.00 in order to consign that day

5.2 Only fifteen (15) items per family may be consigned at one time. Of those items, ten (10) may be clothes. Exceptions: 1. Consignors with PCS or separation orders from SJAFB may consign 30 items per day (at the discretion of the Thrift Shop— in regards to space), and orders must be stapled to the contract). 2. Volunteers may consign up to 30 items per day at Manager's discretion. The consignor will expressly represent to the Thrift Shop and customer that he/she is the legal owner of the item(s) listed for sale on the contract and that there are no encumbrances on the item(s).

5.3 The following is a list of items that will not be accepted for consignment sale by the Thrift Shop:

- Any items that are stained, soiled, damaged, dirty, wrinkled, missing parts and/or pieces, or that are otherwise unserviceable
- Recalled items
- Food, spices, etc.
- Weapons, guns, ammunition and knives (except kitchen cutlery)
- Paints or any flammable materials
- Liquids of any kind
- Any items with gasoline in the fuel tank
- Non-rechargeable batteries (rechargeable batteries only with charger)
- Tires, car batteries, car engine parts
- Adult bathing suits, undergarments, sleepwear (except robes), socks (except new, unused items with tags/unopened packaging)
- Children's undergarments and socks (except new, unused items with tags/unopened packages)
- Adult shoes (except NEW or like-new)
- Children's shoes will only be accepted up to size 13 Youth in excellent condition
- Mattresses of any kind
- Make-up and other personal items (wigs, soap, perfume, hair brushes and other items used for hair care) unless new in unopened package

- Used hats/caps (except military in good condition)
- Room carpets with unfinished edges and carpet remnants
- Car seats, booster seats, cribs, travel beds, play pens and pack-n-play, walkers, bassinets
- Helmets of any kind
- Stuffed animals
- Used mini-blinds and curtain rods (except decorative rods)
- Candles that have been burned; candles with glitter
- Textbooks and magazines
- Sewing patterns
- Personal audio and/or video recordings, including recordings of copyrighted materials
- Adult literature and DVDs
- VHS tapes
- CDs
- Non-flat screen TVs and computer monitors
- Promotional items (shirts, mugs, etc.) with company or team logos, except logos of professional sports teams or area college teams
- Sport bottles with straws
- Product containers (such as margarine tubs)
- Blow-up items
- Government property and government-issued items

NOTE: This list may be changed at the discretion of the Thrift Shop Managers with such changes posted in the Thrift Shop.

- 5.4 Large items such as sofas, beds, etc. may be consigned at the discretion of the Thrift Shop Manager on a space available basis. It is the consignor's responsibility to call and ask about space availability before bringing the item(s) to the Thrift Shop. Consignors will place all heavy items in the sales area after the items are accepted for sale.
- 5.5 The Thrift Shop Managers may limit the consignment of overabundant items, without prior notice, if necessary, until the inventory of such items is adequately reduced.
- 5.6 Items priced under \$1.25 will not be accepted for consignment. Two or more clothing items may be consigned as one item, provided they are an obvious "set" (blouse/skirt combination) or must be combined (e.g., infant shirts) to obtain a \$1.25 sale price. Sizes of combined items must be the same or compatible.
- 5.7 Thirty percent of the price of consigned items will go to the Thrift Shop.
- 5.8 Consignors may purchase contracts to be completed at home for \$0.25 (no sales tax is applied). Volunteers are not required to pay for contracts.
- 5.9 The Managers will determine the appropriate dates for consignment of holiday and seasonal items. These dates will be posted in the Thrift Shop when the shop opens in September. The expiration date of holiday items will be at 1:00 p.m. on the first day the Thrift Shop is open after that holiday. This expiration date will be different than the usual 60 days allowed on other items. Customers will be allowed free withdrawal of holiday items through the date of expiration and then the item becomes the property of the Thrift Shop. This only affects clothing if it has a holiday motif.
- 5.10 Names, addresses and phone numbers of consignors are confidential. Volunteers will not contact consignors on the behalf of customers nor release any of the above information. The Thrift Shop and volunteers will not be held responsible for the loss or damage of consigned items due to theft, fire, and negligence or by any other means.

- 5.11 Consignment Sheets are maintained as ACTIVE for approximately 60 calendar days unless all items have been sold or withdrawn by the consignor. Articles not reclaimed or re-consigned by the consignor at the end of sixty days will become the property of the Thrift Shop for disposal. If merchandise has become the property of the Thrift Shop and has not been sold, the consignor can purchase the item(s) at the donation price.
- 5.12 The consignor may reduce the price of their item/items at any time during the consignment period by getting the RBO stamp from the front desk or consignment table. Stamp the item with the RBO, change price and initial. Decreasing the sales price of an item does NOT extend the expiration date of that item.
- 5.13 Consignors may withdraw items from the Thrift Shop for a withdrawal fee per item. A chart listing the withdrawal rate is posted by the check-in desk in the Thrift Shop and is as follows:
 \$1.00-5.00: \$0.15; \$5.01-10.00: \$0.20; \$10.01-15.00: \$0.25; \$15.01-20.00: \$0.30; \$20.01-25.00: \$0.35; \$25.01-30.00: \$0.40; \$30.01-35.00: \$0.45; \$35.01-40.00: \$0.50; \$40.01-45.00: \$0.55; \$45.01-50.00: \$0.60; \$50.01-75.00: \$0.65; \$75.01-100.00: \$0.75; over \$100.00: \$1.00.
 Consignors have the responsibility to locate the items they wish to withdraw.
- 5.14 After withdrawal fees are paid, an item may be reconsigned once. (Exception: Books may not be reconsigned.) The consignor must complete a new contract that will conspicuously be marked "Reconsignment" by the volunteer accepting the consignment. Reconsigned items must be priced 20% lower than original or marked-down price. Items that are inadvertently accepted for reconsignment more than once may be immediately removed from the sales floor at the discretion of the Manager.

6. SALES

- 6.1 All sales are final. There will be no refunds or exchanges. No warranties are extended or implied. All items are sold "as-is."
- 6.2 Customers have two weeks from date of purchase to remove large items from the Thrift Shop.
- 6.3 Sales tax is charged on all transactions except withdrawal fees, bulletin board use fees, stamped envelopes and contract purchases.
- 6.4 Items brought to the cash register without sales tags may not be sold until they are re-priced/tagged. If a customer wishes to purchase a large item, such as a piece of furniture, he/she may remove the sales tag and bring it to the cashier to notify the cashier of his/her intent.
- 6.5 Checks may be accepted, for the amount of purchase, only with valid DOD ID. Checks must have the following information:
 - Name and rank of self/sponsor
 - Current address
 - Home phone
 - Organization and duty phone of self/sponsor (unless retired)
- 6.6 There will be a \$25 fee charged for all returned checks.

7. DONATION AND THRIFT SHOP PROPERTY SALES

- 7.1 The Thrift Shop Managers will supervise and assist the volunteers in the pulling and pricing of items going on donation. The calendars located in the donation room and at the front register specify the original consignment dates that are due to be marked down.

- 7.2 The original sales tag will be marked “DN” with a red marker with a donation price, generally 25% lower than the last sale price. If there is any question if the item should be kept or what the price should be, volunteers should consult the Manager.
- 7.3 Items donated to the Thrift Shop directly will be priced with a colored tag corresponding to the color of the tags currently used for consigned items. Donated items that can command a higher price may be entered into the computer under account number 99999, thus preventing those articles from being sold at half-price to volunteers. Sales will be held based on tag color to clear out inventory before the tag color is used again. Any items not sold at the end of the sale will be donated to local charities. The Managers are responsible for coordinating the pickup or delivery of such donations.
- 7.4 Out of season donation items should be placed in labeled boxes and stored until the appropriate season arrives.

8. FINANCE

8.1 GENERAL

- 8.1.1 The Thrift Shop will hold 30% of the consignment price of each item as its fee for handling the merchandise.
- 8.1.2 The signing authority for Thrift Shop checks are the Thrift Shop Managers and Bookkeeper. To ensure there are always two people available to sign checks, additional signers may be named by the Thrift Shop Council. There must be two signatures on all checks. All checks should be signed by hand.
- 8.1.3 The Thrift Shop fiscal year shall be 1 June through 31 May in accordance with the OCSC and ESC Board years.

8.2 DAILY ACCOUNTING PROCEDURES

- 8.2.1 Volunteers should follow the step-by-step procedures in the Volunteer Handbook for posting sales, closing out the cash register and preparing the deposit.
- 8.2.2 An updated list of items sold shall be posted in the shop to enable consignors to track their sold items.
- 8.2.3 The Managers are responsible for ensuring the deposit is taken to the bank in a timely manner, and for returning the processed deposit slip to the Bookkeeper’s monthly folder.

8.3 DISBURSEMENTS

- 8.3.1 At the end of each month, the Bookkeeper shall process the income and expenses of the Thrift Shop in accordance with the Bookkeeping Manual. Net income will be divided according to volunteer hours worked by each club, and checks will be written to the charitable accounts of the OCSC and ESC. When possible, these checks will be available the Tuesday before the clubs’ board meetings.
- 8.3.2 Checks for consignors will be written once a month for all items sold during the previous month and will be made available in the Thrift Shop no later than the second Thursday of each month. Checks for \$5.00 or less will not be printed; instead, these amounts will carry

over into subsequent months until the amount owed is greater than \$5.00. Exception: All amounts will be printed at the end of December and after the shop closes for the summer.

8.3.3 Checks not claimed or cashed within 90 days will revert to the Thrift Shop.

8.3.4 Checks may be claimed in person, by the consignor or the consignor's designee. At the time of pickup, the consignor (or designee) must present his/her ID card and sign the sheet verifying the check was picked up. Checks will be mailed to consignors that have either purchased or provided a self-addressed, business-sized stamped envelope. Stamped envelopes may be purchased for \$0.50 per envelope (no sales tax applied).

8.3.5 Checks may be cashed or applied towards purchases at the discretion of the cashier.

8.4 REIMBURSEMENT

8.4.1 Childcare costs incurred by volunteers working in the Thrift Shop shall be paid by the Thrift Shop at the end of the month when the Bookkeeper issues the consignment checks. These charges will cover only the hours the volunteer worked for that day plus thirty (30) minutes travel time; however, travel time will be reimbursed only if the volunteer works a minimum of two hours. Volunteer hours start after all personal business is completed, including processing the volunteer's own contract. A receipt from the childcare provider must be provided for reimbursement. Spouses are not eligible for childcare reimbursement for watching their own children. The childcare reimbursement is \$7.00/hour for one child and \$10.00/hour for two or more children, with a maximum of \$100.00 per family per month. Exceptions to these limits may be considered on an individual basis by the Council. Managers may receive a maximum of \$200 per month. Should two persons from one club serve as co-Managers, this benefit shall be split between the two individuals. Childcare reimbursement is intended for children below kindergarten age, and preschool costs will be accepted for reimbursement subject to the stated limits.

8.4.2 Reimbursements for supplies and other valid expenses shall be paid at the end of the month if receipts have been presented to the Bookkeeper.

8.5 AUDITING POLICIES

8.5.1 The Thrift Shop books may be reviewed at any time by an individual appointed by the OCSC or ESC President.

8.5.2 The Thrift Shop shall be audited or reviewed at least every three years, in June. An audit should be requested through the Comptroller's Office and a copy of the completed audit shall be sent to the Mission Support Group Commander.

6. SECURITY/SAFETY PRECAUTIONS

6.1 The following individuals will hold keys to the Thrift Shop: Managers, Bookkeeper and Facility Manager. Others may hold keys as approved by the Thrift Shop Council. No one is to be in the Thrift Shop after hours without the prior consent of one of the Managers, the Bookkeeper or the Facility Manager. The Facility Manager shall maintain a key log to track the possession of keys.

6.2 An incident file shall be maintained by the managers as required by USAF or base regulations. Any injuries or other incidents occurring in or near the Thrift Shop shall be documented for the file.

6.3 All doors and windows will be secured upon leaving the premises of the Thrift Shop.

- 6.4 A flashlight, batteries, first aid kit, and portable radio shall be maintained on the Thrift Shop premises at all times.

7. TERMINATION AND DISSOLUTION OF THE THRIFT SHOP

- 7.1 The operation of the Thrift Shop may be terminated upon recommendation of the OCSC and ESC Boards with the approval of the Mission Support Group Commander.
- 7.2 In the event that Seymour Johnson Air Force Base is deactivated, the dissolution of the Thrift Shop and the distribution of its funds and assets shall be in accordance with military regulation.
- 7.3 Upon dissolution of the Thrift Shop, the unsold and non-shop-owned property in the Thrift Shop will be returned to the owners of record in all cases when such action is practicable after reasonable notice. All unsold and non-shop property which cannot be returned to the rightful owner shall be donated to Seymour Johnson Air Force Base charities, base activities of a community nature or to other charitable organizations as designated by the ESC and OCSC governing boards. All other residual assets shall be divided equitably between the ESC and OCSC. If one of these organizations has dissolved, all residual assets will go to the remaining organization. If both organizations have been dissolved, then the residual will be donated to the Seymour Johnson Air Force Base American Red Cross.

8. CHANGES

- 8.1 Recommended changes to the Policies and Procedures will be submitted to the Thrift Shop Advisory Council for consideration. The Policies and Procedures shall be revised when necessary by the Thrift Shop Advisory Council and shall conform to all applicable directives pertaining to the operation of the Thrift Shop.