



Frequently Asked Questions

How do new consignors register? On the homepage click the “Register/Log In” button and pick an event. We typically have 3 events each season, North, South, and West, held in different communities. Or if you are a seasoned consignor you may want to keep a HWGA data base. Your first step (**only** if you are a new consignor) is “Create a User Account”. This is a onetime step to load your personal information. Once you have loaded your personal information it is there forever. All you need to do is go to “Register/Login” to register for a specific event or the consignor data base.

How do I sign up if I am a returning consignor? Once you have loaded your personal information it is there forever. All you need to do is go to “Register/Login” to register for a specific event or the consignor data base. The consignor database is designed to separate your spring/summer and fall/winter items, and allow you to enter them 24/7 365. If you are in an off season and there are no events scheduled you can use the database option. There is an annual fee of \$10.00 to use the database option.

What is the difference between the Consignor data base and an Event? The data base was added for consignors who want to add items to their inventory throughout the year when your children out grow them. You can now clean, tag and store items away for a future events. When an event is announced you just go to your data base and transfer the inventory to the sale.

What is the cost to enter an Event? There is a \$10 cost to enroll in either the consignor data base or an event. This allows you to enter 250 items. It can either be paid by Pay Pal or check.

What profit can my family earn as a consignor with HWGA? Your profit is tied directly to how involved your family is. You can earn up to as much as 75%. There are three hour shift opportunities before, during, and after the event for men and women to boost their family profit percentage.

Why should I work a shift? It helps you in many ways. First, by working a shift your percent of profit goes up. Second, HWGA has no employees; therefore, we can only offer you an opportunity to sell your items by having all of us working together as a team. If every consignor commits to at least one shift, everyone works less. Tasks include unloading the truck of shelving and tables, setting up the space to be an inviting shopping experience, manning the many stations during the event, or helping in taking down and moving out. As you can see, there are unlimited opportunities for men and women to work together, while earning a higher percentage on your items. It is our goal to make this event a success for consignors, and shoppers alike. NOTE: Due to insurance, You must be 18 or older to work a shift.

When can I enter items? You can start entering items with the event is announced and registration is open, unless you are registered for the Consignor Database. If you are registered in the Consignor Database (cost \$10 annually) can key in items any time all year long.

What is involved when I drop off? You must sign up for a check in date to check in your items. You can do this right after you register. The software program will list available check in dates. After you check in, consignors deliver their items to designated areas around the store. You can save time by sorting



your items at home (clothing by gender, size, and type), (toys by baby, toddler, etc.). If you bring a pack & play you will need to set it up.

What can I sell? Almost all items used for an infant to a 10 year old. Clothing sizes go from newborn to size 12 for children. Due to space constraints, clothing must match the season covered by the sale. Maternity wear and costumes are the exception and can be for all seasons. Other items sold include toys (with working batteries) books, puzzles, electronics, sporting goods, riding toys (seasonal), bedding, cribs that ARE NOT DROP DOWN, car seats, high chairs, booster seats, strollers, swings and much more.

What can't I sell? Drop side cribs and underwear not in the original package. For other items check the recall list. If an item is recalled but you have fixed it note on the price tag "recalled and now compliant".

What should I charge? This is the most frequently asked question. Click on "Consigning ABCs" for some suggestions. The best way to get a competitive price for an item is to make it the best looking one in the event. CLEAN, CLEAN, CLEAN. A shiny new looking toy will sell before the one that is not presented well. Taking the time to make sure yours is the best will reward you in the end. Google "pricing for a resale event" and you will find several sites that give you guidelines.

Does it take a lot of time to make tags? The most efficient way to key in tags is to key in same size items at the same time. It is also faster if you do like items at the same time. For the program to accept it keep **descriptions short**, listing the brand name on a separate line and use few capital letter. You can print tags on either card stock or paper. White or pastel colors work well with our scanners. The scanner will not accept barcodes with bold print.

How do I tag and display clothing? When printing your tags you can either use card stock or paper. Use pins or a tagging gun only for clothing. When affixing tags to clothing you should ONLY attach the tag to the **outside back of the item**. Attach at the collar for tops and at the waistline for bottoms. This speeds up the time at checkout, makes the racks look uniform, as well as aiding the shoppers. If a shopper has to look all over for the tag they will move on to someone else's item. When hanging tops, jackets, etc. always face the hanger the same way. When you look at the front of the item the hanger should look like a question mark.

How do I tag and display other items? The best way to keep your tag on your item is by using clear mailing tape. Please, tape over the entire tag, making it difficult for a shopper to remove. If tagging a toy with small parts put those in a zip lock bag, **tape the bag closed** and attach the bag to the toy either with a zip tie or tape to discourage shoppers from separating the small parts from the toy. Shoppers have been known to switch parts with a lesser priced toy without parts. We have no way to monitor this. Board puzzles are safer if in a zip lock bag that is taped shut. **Don't put the price tag in a place that takes away from the overall appearance** of the item of a toy. In other words do not slap a tag across the front of a doll. Let the customer decide based on the toy NOT THE PRICE TAG. Use the bottom or back when possible. This does not pertain to larger items like tables and chairs. Those prices should be visible.

What happens to my unsold items? One of the options during the pricing system is to mark the tag "donate". HWGA has partnered with a variety of children's charities for each event. They will pick up donated items. If your items are marked donate you can run a report for our account when you have your taxes done. If you donate at the end of the sale and have not marked your items to be donated you cannot run a report, as the computer has no way of knowing you choose that option at that time. So please if you think you are going to donate your items make it clear on the tag.



What happens to my unsold items that I don't donate? The beauty of the tagging system is that once your item has a tag on it, it can be carried forward. If you want to pick up your items and store them in bins and wait for the next event, all you have to do is transfer your inventory to that event, you need not re tag. Once an item is tagged it is tagged forever regardless of the event.

How do I get paid? Consignor's checks are mailed out within 10 days of the close of each sale.

