

## Hot Tots Consignor Welcome Kit

Welcome to the Hot Tots consigning community! You've just discovered the better way to consign your gently-used children's items. You probably have many questions about how the sale works. This kit was designed to try and answer most of your common questions. A lot of this information can be found on the website at [www.HotTots.ca](http://www.HotTots.ca). Please be sure to read through the kit thoroughly before submitting any questions you may have. Once you have read through the kit and you still have any unanswered questions please fill free to send your questions to [cindy@hottots.ca](mailto:cindy@hottots.ca).

### ***Consignor Earnings***

Consignors earn between 65% and 85% of their total sales. By default every consignor will earn 65% commission. If you choose to volunteer you can earn up to 75% of the value of your items sold. Volunteering is fun, easy and it is a great way to meet other moms just like you. Please see the [volunteers](#) section of our website for more information.

We also offer some consignor incentives known as our consignor **bonuses** to thank you for helping to draw people to the sale. By recruiting 2 or more consignors to our sale you will earn an additional 5% commission. You can also print out our flyer and write your consignor number on it and for every customer you refer that hands us the flyer you will earn an additional 1% commission, up to a maximum of 5%. This means you can earn up to a total of 85% commission. Please see the [referral bonuses](#) section of the our website for more information.

Requirement	Commission
Volunteer	Up to a maximum of 10% (5% per 4hr shift)
Recruit 2 or more consignors	5%
Customer Referral	Up to a maximum of 5% (1% per paying customer)

### ***Volunteers***

Volunteers are very important to making the sale a huge success. The sale would not be possible without the help from our volunteers. Anyone can volunteer. Its fun and gives you the opportunity to meet other moms. We

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require volunteers during all aspects of the sale (drop-off/setup, pre-sale/public sale, security and sort). We offer great incentives to our volunteers.

**Remember you don't have to be a consignor to volunteer.**

Consignor Volunteer	Earnings
Work 1 x 4hr	Pre-sale invitation, 70/30 Split
Work 2 x 4hr	Pre-sale invitation, 75/25 Split

Non-Consignor	Bonus
Work 1 x 4hr	Pre-sale invitation

### **Volunteer Description**

*Drop-Off Volunteers:* These volunteers inspect all incoming merchandise to ensure it meets Hot Tots standards.

*Sort Volunteers:* These volunteers help to take down the sale by organizing all the remaining merchandise for pick-up and donation.

*Pre-sale/Public Sale Volunteers:* These volunteers will assist shoppers and keep the sales floor tidy and organized during the sale. Volunteers may also be asked to operate a cash register.

*Sale Security:* These volunteers will be stationed at an entry/exit point to ensure merchandise does not walk-out without being paid for.

### **Pre-sale**

All volunteers and consignors are invited to attend our pre-sale where you will get first crack at all the amazing deals. When you arrive at the pre-sale you will be asked for your name and consignor number. The pre-sale takes place on the first day of the sale (Saturday) and usually starts at 8am for volunteers and 8:30am for consignors. A second pre-sale is scheduled on the second day (Sunday when applicable) where most items will be ½ price and usually starts at 9am for both consignors and volunteers.

### **Merchandise**

We only accept quality used clothing, baby equipment, toys and maternity items. Please make sure there are no tears, holes or stains. When checking

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for stains it is best to use fluorescent lighting. Freshly laundered and ironed items always sell better. Remember appearance is everything!

### **We WILL Accept for the Fall/Winter SALE:**

- Gently Used Clothing: seasonally appropriate, boys and girls up to size 16/juniors.
- Infant Clothing
- Winter Outerwear - winter jackets, snow pants, snow suits, hats, mitts, scarves, fleece jackets, winter boots, rain boots etc.
- Maternity clothes - in style and for any season
- Dancewear, dress-up clothes
- Seasonal Items- skates, sleds, Holiday outfits, Halloween items, winter toys, football items, Valentines outfits/items, St. Patty's items
- Halloween/Dress-up Costumes (all Seasons)

### **We WILL Accept for the Spring/Summer SALE:**

- Gently Used Clothing: Seasonally appropriate, boys and girls up to size 16/juniors.
- Spring/Summer clothing and outerwear - bathing suits, splash pants, rain boots, rain jackets, spring jackets, umbrellas, sun hats etc.
- Infant Clothing
- Maternity clothes - in style and for any season
- Halloween/Dress-up Costumes (all Seasons)

### **We WILL Accept for all SALES:**

- Maternity clothes - in style and for any season
- Dancewear, dress-up clothes
- Halloween/Dress-up Costumes (all Seasons)
- Toys, children's books and videos, puzzles, games, parenting and pregnancy books and videos.
- Baby Bedding - blankets, crib sheets, bumpers, nursery decorations, diaper bags
- Stuffed animals - if they talk, dance, move, light up, or do something or Build-A-Bear.
- Baby furniture and equipment - cribs, strollers, baby swings, pack 'n plays, carriers
- Sports accessories - in excellent condition.

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### **WE WILL NOT** accept:

- Torn, stained, or outdated clothing and shoes - or missing buttons or broken zippers
- Car Seats
- Infant Bath Seats and Bath rings
- Baby walkers
- Cribs manufactured before 1986
- Battery operated toys without batteries - batteries can be purchased at the dollar store
- Dirty toys, furniture or equipment - or items that have been recalled - please check the [Health Canada Consumer Product Recalls Database](#) prior to selling items
- Stuffed animals - that don't do anything
- Bags of miscellaneous toys - unless theme-oriented (i.e. dinosaurs, Barbie, army guys)

We will sell just about anything child related, as long as it is in good shape and there are no missing or broken parts.

There is a minimum of 15 items and there is no maximum. A \$10 registration fee applies, which will be deducted from your payout at the end of the sale. **Your cheque will be mailed to you 5-7 days after the sale.**

### ***Preparing Your Items***

All clothing must be hung on wire hangers. Wire hangers take up less space, display clothing nicely - yes even infant clothing - and do not break like plastic baby hangers. Most dry-cleaners will also give you wire hangers for free. You could also try asking friends and family who usually have a pile hanging around the house.

**Clothing:** Place clothing on a wire hanger with the **hanger hook facing left so that it looks like a question mark (?)**. No children's hangers please. Pants should be safety pinned to the top part of the hanger. Two piece outfits should have the bottom half attached to the back of the item pinned on at the shoulders. (Both pieces can be viewed without unpinning the garment.) OR hang second item on another hanger and attach together at top with elastic band. Never hide the second half under the first. Matching accessories should be pinned to the front of the garment.

Do not put items together to create an outfit unless they were originally purchased as a two or more piece outfit.

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Pants/shorts/skirts should be hung on the upper part of the hanger with the pins close to the hook so they won't slide to the bottom part (otherwise they bunch up and people won't buy them). Do not fold pants over hanger. Please ensure that all buttons are buttoned, all snaps are snapped and all zippers are zipped.

**Toys:** Toys & games etc. **MUST HAVE ALL PIECES**, be clean and not out of date. Attach small pieces by putting them in a Ziploc bag and taping bag shut. Then securely tape bag to larger item. All items that require batteries should have them. No one wants to buy a toy if they can not test it first.

**Small Items:** Group small items (such as socks, sippy cups etc.) in a large Ziploc bag. Then use clear packing tape to seal the bag to prevent items from being lost.

**Rule of Thumb:** When in doubt... leave it out. If you don't feel good about an item or feel it is something that you would not purchase then do not put it in the sale. The quality of our sale is important to us.

**Quality Control:** We will be screening items very closely at drop off as to maintain the quality of the sale. Use good judgment when deciding what to bring to the sale. Please do not be offended if we ask you to take back some of your items. It is often easy to miss a spot or tear when you are getting your items ready at home. We want to be known for having great quality merchandise.

### ***Pricing***

We recommend pricing your items at no more than 1/3 of its original retail value. Remember people are looking for good deals! When pricing your items you also have the option to participate in the ½ price sale which will adjust any items that have been overpriced. Please refer to our [Pricing Guidelines](#) for suggestions on how to price particular items of clothing.

### ***Entering Your Inventory***

All your inventory will be entered online using our online inventory system. The online inventory system combined with our checkout system allows us to more accurately track your items. The system also keeps a running total of your inventory. During the sale, at the end of each day, your inventory status will be updated online allowing you to login to your account and view all your items sold with an estimated consignor earnings total. Please note that this total does not take into account any fees or include any bonuses you may have earned due from volunteering or consignor and consumer referrals.

All items which do not sell and are not donated will remain in your inventory for the next sale. At the next sale you will have the option to re-submit your unsold items by marking them active in the system. This can be done through

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your consignor account.

Your consignor account and number are permanently stored in the system for subsequent sales. All you have to do is register for the next sale. Please do not create a new consignor account. You are responsible for ensuring that your account information including address and e-mail are kept up to date. All cheques will be sent to the address registered with your consignor account.

### ***Tagging Your Items***

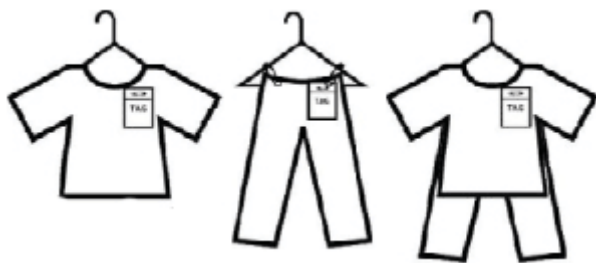
Tags must be printed on 60lb. or heavier card stock using the online inventory system. Anything that is light weight rips easily and runs the risk of getting lost during the sale. If you do not have access to a printer you can have your tags printed at your local printer such as Staples. Your tags can be created from you consignor account. [Click here](#) to login to your consignor account.

### ***Printing Tags at Your Local Staples***

When it comes to printing tags, I prefer to send them off to be printed at my local Staples. In order to submit a print job to Staples you will need to create a PDF file containing your tags. You can create a PDF file of your tags using a free software called CutePDF Writer which can be [downloaded here](#). Once you have installed CutePDF writer it will appear as an option in your print menu. Now all you have to do is simply print your tags to the CutePDF writer instead of your printer and voila you will have a PDF file containing the tags you had selected to print. Once you have saved your tags as a PDF file you can now submit them to be printed online at the [Staples Copy & Print Centre](#) website.

### ***Attaching Tags***

Attach the tag to the upper right-front corner (when you are facing the item) of the garment with a 1" or larger safety pin. Items that are a set only require 1 tag. **DO NOT use stick pins, staples or clothes pins.**



Tape tag with clear packing tape to toys, books, videos, cribs, baby equipment and other items that can not be safety pinned. Make sure the tag is easily seen and securely attached.

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Place shoes in Ziploc bag with tag fastened to the outside using clear packing tape or tie shoe laces together and pin card to laces.

When using tape to attach a tag please **use only one piece of packing tape across the middle of the card**. Tags will be removed at check-out.

### ***Drop-Off and Pick-Up***

Drop-Off is scheduled the Friday night before the sale between 6pm and 10pm. You must register for a drop-off appointment online. This can be done through your consignor account by clicking on the Select a Drop-off appointment from the Consignor Home Page. Drop-off appointments are scheduled in 15min intervals. This does not mean that your drop-off will take 15min we just use the appointments to spread-out the drop offs throughout the night. When you drop-off your items a volunteer will greet you and check you in. You will then be directed to the next available inspector who will inspect your items. The inspector will be looking for any items which have tears, rips or stains. They will also be checking the toys to make sure they are in working order and looking for items which are on our Do Not Accept list.

**IMPORTANT: You must leave a bin**, with your consignor number clearly marked on both sides, with us at the sale. I like to suggest that you use a piece of paper and write your consignor number in large print with black markers. This can then be taped to your box or bin. The bins will be used at the end of the sale to re-pack any items which did not sell.

Pick-up is scheduled on the same day the sale ends, which is usually on Sunday between the hours of 5pm and 6pm. Please do not arrive early to pick-up your items. Our volunteers are busy sorting the unsold items and we can not guarantee the return of all items until all items have been sorted.

If for some reason you are not able to make it to the pick-up or drop-off you can have somebody else drop-off or pick-up your items for you. Please ensure they know your consignor number - they will be asked for your name and consignor number when they pick-up your items.

### *Self Addressed Stamped Envelope:*

When dropping of your items please provide us with a self addressed stamped envelope which will be used to mail your cheque. If you do not provide a self-addressed stamp envelope a \$1 fee will apply and will be deducted from your consignor payout.

### ***Transferring Inventory***

Hot Tots holds two sales a season in Kanata and Orleans. One of the benefits of being a Hot Tots Consignor is the ability to consign at 2 great sales without having to re-tag your items. It is important to note that the Kanata sale will

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always be held first and if you choose to participate in both sales you must enter your inventory into your Kanata Hot Tots account up to and including the day before the Kanata sale is set to start. Once the Kanata sale has ended and your consignor account has been updated with your sold inventory you can then transfer your inventory to your Orleans Hot Tots account.

To transfer items to your Orleans Hot Tots account please perform the following steps:

***You must ENSURE the following:***

1. Your consignor number for both accounts are the same.
2. The account receiving the inventory should have an empty inventory list.
3. Always enter inventory into your Kanata account and then transfer out your inventory to your Orleans account. In the case where it is in between sales and you must enter an item into your inventory for the Orleans sale then you should transfer out your Kanata inventory into your Orleans sale account first before adding the item.
4. You must receive your inventory transfer within 30 days otherwise the items will be deleted from the system.

***Things to Note:***

1. All transferred inventory will be removed from the originating account in order to maintain data integrity.
2. Inventory transfers are called batches. It is best to transfer your inventory in a single batch.
3. Transferred items are placed into a “suspended” state until they are received into inventory at the transfer destination account. Inventory will remain in the “suspended” state for 30 days and then they will be deleted if not received into inventory.
4. When transferring inventory in between sales ensure you transfer your items only after your consignor totals have been posted to your online account.
5. The intent of the inventory transfer is to prevent consignors from having to re-tag their items. In order to accomplish this, inventory must be transferred from one account to another account without causing a change to the item Id. The easiest way to prevent this is by always ensuring you are transferring items into an account with an empty inventory list. We recommend that when transferring items, always transfer all inventory items and not just selected items. This means that at any given time one account will have inventory while the other accounts inventory will be empty.

***Transferring Inventory:***

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1. Login to the consignor account you wish to transfer inventory out of.
2. Select the “Work with Consigned Inventory” link on the left hand side of the page.
3. From the “Consignor Item Entry” page select the “Move Inventory Out” link (third from the top).

### Consignor Item Entry

Welcome back, Cindy

You are currently REGISTERED for our upcoming sale.  
Please choose from one of the following options:

[Work With My Consigned Items \(Active Inventory\)](#)  
(Add items, edit already entered items, or delete items)

[Work With Inactive Inventory](#)  
(Select inventory from past sales that you plan to bring to the upcoming sale)

[Transfer Inventory to Affiliated Sale](#)  
([Move Inventory Out](#)) ([Receive Inventory In](#))

Print Tags:  
[\(Print All Tags\)](#) [\(Print Selected Tags\)](#)  
(Print barcoded tags to place on your items)  
NOTE: Please disable your popup blocker to print tags.

[View/Print an Inventory Report](#)  
[\(By Item ID\)](#) [\(By Category\)](#) [\(By Discount\)](#) [\(By Donate\)](#)  
[\(By Price\)](#)  
(View and print an inventory of what you are consigning)

[View Your Sold Items](#)  
(Use during the sale to see which of your items have sold.)

[Close Window](#)

4. Choose the Affiliate sale from the list and provide your consignor number and password for the affiliate account.

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**Transfer Inventory to Affiliated Sale**

Use this form to transfer inventory from your consignor account at one sale to your consignor account at an affiliated sale.  
**BE SURE TO READ THE IMPORTANT INSTRUCTIONS SECTION**

**IMPORTANT! PLEASE READ...**

- Transferring inventory to another sale does not guarantee that you will not need to re-tag an item, it saves you from having to re-enter the item at the affiliated sale.
- Any items you transfer to another sale will be REMOVED from your inventory at this sale. (you can transfer back to this sale from the other sale)
- It is better to transfer/receive one large batch of items that several smaller batches.
- Items marked as "sold" cannot be transferred, therefore they do not appear in the list below.
- Inventory transfers remain on the server for 30 days. Please receive them in your affiliated account within that time period.

**Choose Affiliated Sale to transfer items to:**

Select a sale...

**Consignor number & password at the Affiliated Sale:**

Consignor#  Password

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Below are the items eligible for transfer. Place a check next to the items you want to transfer and click the submit button, which is at the bottom of the list.

Transfer	Item#	Description	Category	Price	Discount?	Donate?
<input type="checkbox"/>	2	Gymboree Pant Test	Clothing - Girls	\$5.00	Yes	No
<input type="checkbox"/>	3	Old Navy Top Test	Clothing - Girls	\$5.00	Yes	No
<input type="checkbox"/>	4	Old Navy Jeans Test	Clothing - Girls	\$5.00	Yes	No
<input type="checkbox"/>	5	Children's Place Top Test	Clothing - Girls	\$5.00	Yes	No
<input type="checkbox"/>	6	Children's Place Pant Test	Clothing - Girls	\$5.00	Yes	No
<input type="checkbox"/>	7	Mexx PJ Test	Clothing - Girls	\$5.00	Yes	No
<input type="checkbox"/>	13	Kushies Blue PJs	Clothing - Boys	\$3.00	Yes	No
<input type="checkbox"/>	33	Please Mum Orange/Blue Stripe Shirt	Clothing - Boys	\$3.00	Yes	No

5. Select the items you wish to transfer and then select submit.
6. Inventory is transferred in batches. It is best to transfer all inventory in one batch. Note the your "Transfer Batch ID".
7. Login to the consignor account where you would like to receive your inventory. This is the account you selected as the affiliate account when selecting your items to transfer.
8. Select the "Work with Consigned Inventory" link on the left hand side of the page.
9. From the "Consignor Item Entry" page select the "Receive Inventory In" link.

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### Consignor Item Entry

Welcome back, Cindy

You are currently REGISTERED for our upcoming sale.  
Please choose from one of the following options:

[Work With My Consigned Items \(Active Inventory\)](#)  
(Add items, edit already entered items, or delete items)

[Work With Inactive Inventory](#)  
(Select inventory from past sales that you plan to bring to the upcoming sale)

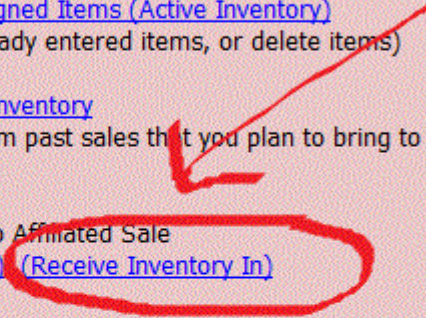
Transfer Inventory to Affiliated Sale  
[\(Move Inventory Out\)](#) [\(Receive Inventory In\)](#)

Print Tags:  
[\(Print All Tags\)](#) [\(Print Selected Tags\)](#)  
(Print barcoded tags to place on your items)  
NOTE: Please disable your popup blocker to print tags.

[View/Print an Inventory Report](#)  
[\(By Item ID\)](#) [\(By Category\)](#) [\(By Discount\)](#) [\(By Donate\)](#)  
[\(By Price\)](#)  
(View and print an inventory of what you are consigning)

[View Your Sold Items](#)  
(Use during the sale to see which of your items have sold.)

[Close Window](#)



10. You should now see the Inventory Transfer Batch ID in the list. Select the batch and click on “Receive Selected Batch”.

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**Receive Inventory From Affiliated Sale**  
Use this form to receive inventory that has been transferred to your account from your account at an affiliated sale.  
**BE SURE TO READ THE IMPORTANT INSTRUCTIONS SECTION**

**IMPORTANT! PLEASE READ...**

- If your consignor number at this sale is different from your consignor number at the sale these items were transferred from, YOU MUST RE-TAG these items.
- If you already have items in your inventory when you receive transferred items, the newly transferred items MUST BE RE-TAGGED IF THE ITEM ID OF THE ITEM NO LONGER MATCHES THE ITEM ID PRINTED ON THE TAG.

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Below are the inventory batches that have been sent to this account. Check the batch (only 1 batch at a time) containing the items you want to receive and click Receive Selected Batch.

Receive	Batch #	From Sale	From Consignor	# Items	Created	Received?	
<input checked="" type="checkbox"/>	8573	Hot Tots	37	4	3/27/2011 6:21:15 PM	No	<a href="#">Delete</a>

10. You should now see the transferred items in your inventory list. All items transferred will be removed from the originating account.

### ***When can Inventory be Transferred:***

1. Inventory can be transferred

a) At the beginning of a sale season, when the season is open for registration. Usually you will want to transfer all unsold inventory out of your Orleans account and back into your Kanata account. Once this is done you can then start entering new items.

b) In between sales, when the Kanata sale is over and after your consignor sales have been posted to your Kanata account. You will want to transfer you inventory into your Orleans account to prepare for the Orleans sale.

**A Note About Donate Items:** When participating in both sales, if you do not wish to donate your items until the end of the second sale, you must ensure that you circle the D (indicating donate) on your tag with a red, blue, or black **marker**. This will ensure your unsold items are not donated until the end of the Orleans sale.

~Happy Tagging  
Cindy & Elspeth