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# London Multiple Birth Association

Kids' Used Clothing and Equipment Sale Handbook

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## The President's Foreword

Please remember that the London Multiple Birth Association (LMBA) is run as a volunteer based non-for profit organization. Many hours away from our family and jobs is needed to make this club run smoothly and efficiently for all members.

We are currently lacking many community involvement from many members and LMBA is operating with less than ideal volunteer base. Only a few current volunteers are able to take on additional responsibilities outside of the current "job" they have with the LMBA. Many of our programs and extra support will be eliminated if no one steps up to help and fill the many voids we have within the club. We can no longer ask for more from our current volunteers at the moment. We wish to continue providing you with top quality events, programs and support; however, without extra help we will no longer be able to provide these services.

Getting ready for sales takes a lot of time. Some people work 10 - 25 hours on the sale each week prior to the sale. Please remember that it takes a lot of people to make an organization this size run and meet the needs of the growing multiples community.

Please remember to show your support for all events and programs that the LMBA runs by thanking the volunteers, and to participate in everything that LMBA has to offer.

Please read the following document as it contains rules, information, and guidelines for all LMBA Clothing & Equipment Sales. If you're thinking about selling, or have sold in the past, there are some rules which you are asked to follow.

Thank you,

Michelle Bernard  
LMBA President

## Sale Mission Statement

The LMBA sale has always been designed to help fellow members. We are parents of multiples making room for more items for our own children and making a bit of money to help with the next stage in our children's lives. The sale is also a way for families to buy gently used equipment and clothes needed for their families without breaking the bank. We all know how expensive life can get with multiples. Please keep this in mind when pricing your items and bringing things to sell. We are not a new clothing store and overpriced items hurt us as a club.

We also ask you to please consider the condition your items are in. We are reflected as a club at this sale instead of individuals and hold our quality control as a huge asset to our sale and our name. If it is badly stained or ripped, please do not bring it. Ask yourself, how you would feel to buy this item?

Have a question or concern before the sale? Email [londonmultiplessales@gmail.com](mailto:londonmultiplessales@gmail.com) to contact our Sales Committee. We are always happy to help!

# Sale Timeline

## Thursday

Sale Set up Shift Starts	6:00 pm
Sale Set up Shift Ends	9:00 pm

## Friday

First Shift Starts	7:00 am
Seller Drop-off Starts	9:30 am

Sales Committee and Executives arrive and meet at the stage 9:30 am

First Shift Ends 10:00 am

Sales Committee and Executives will unload their items 10:00 am - 10:30 am

Second Shift Starts 11:00 am

All volunteers meet at stage 11:15 am

Lunch Break 12:00 pm - 12:30 pm or 12:30 pm to 1:00 pm (provided by the Hellenic Center)

Seller Drop-off Ends 1:00 pm

No one (excluding LMBA Executive) will be allowed on the Sales floor 2:30 pm 3:00 pm

Early Shopping and Second Shift Ends 3:00 pm

Third Shift Starts and Early Shopping Ends 4:00 pm

Volunteer Meeting 4:10 pm

LMBA Members, Guest Sellers and Guest Passes Shopping Starts 4:30 pm

Sale Doors to Public Open 5:30 pm

Dinner Break 4:40 pm - 5:00 pm or 5:00 pm - 5:20 pm (NO FOOD provided)

Fourth Shift Starts 6:30 pm

Third Shift Ends 8:00 pm

Second Break 7:50 pm - 8:10 pm or 8:25 pm - 8:45 pm (NO FOOD provided)

Sale Ends and Tear Down Starts (meet at stage to go over tear down instructions) 9:00 pm

Seller Pickup Starts 10:00 pm

Fourth Shift Ends 10:30 pm

Tear Down and Seller Pickup Ends 11:00 pm

## Penalties

All rules outlined in this handbook apply to ALL sellers, member or guest, in the LMBA sales.

A deduction of \$25 will be applied to any member or guest seller who does not comply with the rules of the sale.

***By signing up as a seller, you are agreeing to all of the rules and accept any penalties if the rules are not followed.***

## Sale Admission

The sale will be hosted at the Hellenic Centre. Located at 133 Southdale Road West, London.  
**All guests and public shoppers will pay \$2 cash for admission to the sale.**

All LMBA members need to be in good standing and must show their membership card or ID at the door.  
*Membership renewals will not be processed within two weeks prior to the sale. No exceptions.*

All members, guest sellers and guest volunteers are allowed to bring two guests but are not required to be with them in order to attend. The first 2 people to say your name at the door will be allowed in as your guests. Volunteers working the fourth shift (6:30 pm-10:30 pm) will be allowed 4 guests if it's the ONLY shift they have signed up for.

Any shopper who is pregnant may bring one additional person to assist them with shopping.

Multiple Births Canada affiliate members are welcome to shop early after showing their active card at the door.

**Strollers, car seats, and wagons will not be permitted in the building at any time.**

## Volunteer Information

It takes a lot to run a sale and is very time sensitive so please arrive on time, be prepared to work and be flexible. We do our best to put people with their friends or jobs they want but sometimes it doesn't work out. Remember we are representing the LMBA and want everyone to be respectful and kind to reflect our awesome club.

Anyone can volunteer (friend, family member, student who requires volunteer hours, etc) so, please have them create a 'volunteer only' account on MyCM and sign up for shifts. A Guest Seller is only allowed **one** Guest Volunteer.

If you haven't already, you'll need to create an account in MyCM:

1. Go to <https://myconsignmentmanager.com/sales/registerUserForward.mycm?consignmentId=12064>
2. Enter the required information
3. Select 'Create Account'

Next, you'll need to register as a volunteer:

1. Log back into MyCM, if you previously logged out
2. Select the shift(s) you want under the 'Volunteer' tab

*Remember each shift has a limited number of spaces and are filled on a first come, first serve basis. Each Volunteer must sign up this way – no email, FB messaging, phone calls or texting to sign up for shifts.*

The seller must send the below email to [londonmultiplessales@gmail.com](mailto:londonmultiplessales@gmail.com) by 9:00 pm the Thursday before the sale if a volunteer signed up on their behalf. The email will state the following:

"Hi Sales, I am seller number ##### and I am working shifts (list shift times) and my guest volunteer (volunteer's name) will be completing shifts (list shift times). This is to inform you that my volunteer and I have signed up for these shifts via MyCM and to ensure my commission rate is increased. By signing up as a volunteer, I understand that we are required to sign in and out with the Sales volunteer at the beginning and end of our designated volunteer shifts. If either of us fails to show up for our shift or fails to sign in and out, my commission rate will be reduced and a penalty will be applied to my commission cheque. Thank you, (Seller's name)"

# Volunteer Shifts

The LMBA will have LMBA lanyards and name tags on hand for all volunteers to wear during your shift. Please wear these while you are working and hand them back in as you leave.

Food will not be provided for all shifts. You are welcome to bring your own food and are encouraged to bring a refillable water bottle. We do not have access to a fridge or microwave so please plan accordingly.

## Thursday Shift

**Setup Shift: 6:00 pm – 9:00 pm (counts as a 4 hour shift)**

This shift is physical. We will be unloading the storage container and setting up racks. You may get dirty.

Anyone working this shift will be allowed to setup their items, once the building is ready; however, no one will be available to help you.

You will be unable to buy anything during this time; therefore, you can shop at 4:30 pm on Friday.

## Friday Shifts

**First Shift: 7:00 am - 10:00 am (counts as a 4 hour shift)**

This shift is physical. We will be helping sellers unload their items. You may get dirty. You may also help with other odd jobs or start quality check clothing.

Anyone working this shift will be allowed to set up their items; however, no one will be available to help you.

You will be unable to purchase anything during this time; therefore, you can shop at 4:30 pm. Water and coffee will be provided courtesy of the LMBA.

**Second Shift: 11:00 am - 3:00 pm**

You will only have from 9:00 am - 10:30 am to get your items out onto the sales floor. At 11:00 am you will be focused on doing quality control as the members and guest sellers arrive to unload their items.

Final quality check will be completed between 1:15 - 2:30 pm. Items will be inspected and either placed back on the floor or put into the seller's bins.

You will be able to shop at the end of your shift; however, you will not be permitted to shop if you are found to be pre-shopping, pulling items or putting items to the side or together in a section. You will be asked to leave if caught doing so.

**Third Shift: 4:00 pm - 8:00 pm**

You will complete any odd jobs and help with final quality check.

You will be allowed to shop from 3:00 pm - 4:00 pm; however, you will be required to have checked out, items put in your vehicles, and at the meeting by 4:10 pm. You will not be permitted to shop if you are found to be pre-shopping, pulling items or putting items to the side or together in a section.

#### **Fourth Shift:**

**6:30 pm - 10:30 pm**

This shift is physical. We will tear down at 9:00 pm and help load the storage bin. You may get dirty.

Will start grouping vendor numbers together on both; racks and tables, near the end of the night to help with the tear down.

## **LMBA Member and Guest Sellers Information**

*No fee is required to participate as a seller.*

You must be in good standing if you are a member of the LMBA. Guest sellers no longer need to be sponsored by an LMBA member; however, are only allowed to sign up after members have had one week to register.

If you fail to report to the sale without informing the Sales Committee, a \$25 penalty will be deducted from your cheque.

Each Seller will be designated a vendor number by MyCM. Please make sure that your number is clearly marked on all totes.

Please ask to join our Facebook page, LMBA Sale Communications:  
<https://www.facebook.com/groups/178483688887346/>. Feel free to ask questions or tips here.

## **Donations**

Please do not bring in any items that you want to give away for free. Please donate these items to the appropriate organizations or any suitable items can be donated to be sold at the sale with 100% of the profits going towards the LMBA's operating expenses.

If you wish to make a donation, please contact the Sales Committee at [londonmultiplessales@gmail.com](mailto:londonmultiplessales@gmail.com) prior to the sale to arrange drop off at an Executive's house so that they can be tagged prior to the sale.

## **Preparing Items to Sell**

Due to lack of space and large number of sellers, there is a limit of 1500 items per seller. If a member of the Executive Committee sees an excess of items coming into the sale, you will be asked ONCE to please limit your sale items. If this new rule is abused or ignored, you will be asked to leave the sale and any proceeds from items already on the floor will go to the LMBA. No exceptions.

Each LMBA family membership will sell under one vendor number. This includes clothing, toys, gear etc.

Please sell for yourself only. We always need people to help with our sale so if someone asks you to sell "a couple of things" for them, please tell them that it is against the rules, but they are welcome to be a guest seller. If you are found to be selling more than just your own items, you will no longer be allowed to sell at any future sales of the LMBA.

Items offered for sale must be safe, clean and in gently used or better condition.

## All Sales

Allowed	Not Allowed
<p><b>All</b> infant through to pre-teen clothing            Shoes            Maternity clothes            Crib mattresses            Playpens            Bedding Bumpers</p> <p>Car seats with a manufacturing date of 2012 and up with a filled out waiver, cleaned per the manufacturer's instructions, all pieces are included, owner's manual and free of any type of accidents (with or without a child present)</p> <p>Strollers and carriages made after 1985</p> <p>Toy or equipment that is missing an irrelevant piece such as one animal missing from a farm set (missing piece must be noted on tag)</p> <p>Bicycles            Bike Helmets (must not be expired)            Outdoor equipment            Bathing suits            Costumes            Life jackets            Water shoes            Rain boots            Soccer shoes            Splash pants            Baseball caps            Indoor and outdoor sports equipment            School uniforms</p>	<p>Any item that has been recalled or is illegal in Canada (<a href="http://www.hc-sc.gc.ca/cps-spc/pubs/cons/info_secondhand-produits-eng.php#a3">www.hc-sc.gc.ca/cps-spc/pubs/cons/info_secondhand-produits-eng.php#a3</a>)</p> <p>Children clothing over size 16</p> <p>Cribs            Car seats with a manufacturing date of 2011 and under            Strollers and carriages made before 1985</p> <p>Toys or equipment missing an important piece (i.e.: dice, puzzle pieces, or something that would greatly affect the working condition; such as, a remote control)</p> <p>Skis            Snowboards</p>

Items offered for sale must be seasonally appropriate. If you are unsure about an item's seasonal appropriateness, please contact a member of the sale committee.

### Fall/Winter Sale

Allowed	Not Allowed
Winter coats Snow pants Winter boots Winter hats Mitts or gloves Scarves Fur lined Crocs Winter Toys Kids' snow shovels Winter sleds Ice skates Hockey Helmets (must not be expired)	Sandals Crocs Bonnets Sun hats Rollerblades

### Spring/Summer Sale

Allowed	Not Allowed
Sandals Crocs Bonnets Sun hats Rollerblades	Winter coats Snow pants Winter boots Winter hats Mitts or gloves Scarves Fur lined Crocs Winter toys Kids' snow shovels Winter sleds Ice skates Hockey Helmets (must not be expired)

*The LMBA is not responsible for lost or stolen items. You will not be reimbursed for items that have gone missing.*

#### **Recommendations:**

Put items together; such as matching PJs or matching sets, as outfits as often as possible. This may help your items sell better. Some find that outfits sell well, others do not – totally up to you. They do not need to be the same brand name, just the same size. If you have a size 3 that fits more like a size 4, please put it in the size 3 section. Whatever is on the manufacturing tag is what the items should be placed with.

When seasonally appropriate, put matching winter items together with a snowsuit. A winter jacket, snow pants, hat, and mittens that all go together will sell better than the items sold individually.

Pairs of shoes, boots and slippers must be securely attached together with tie wraps, string or tagging gun barbs to avoid losing a shoe or placed in a Ziploc bag if needed.

Bundle any DVDs, video games or books that are similar or are series with string, ribbon or yarn.

Hang all blankets, except receiving blankets, on pant hangers or dry cleaning hangers (fold blanket so it is a suitable length).

Receiving blankets can be placed in bags, containers or tied together.

Place bumper pads with a comforter or a bedding set into large clear bags.

### **Sorting:**

Please sort all of your items prior to the sale. Clothes can be separated by sizes written on pieces of paper in your bins.

#### Clothes

Ensure all clothes are sorted by size prior to the sale. You do not need to separate your clothes by gender.

Preemie	Newborn	3 months	6 months	9 months	12 months	18 months
24 months	2 years	3 years	4 years	5 years	6 years	7 years
8 years	9 years	10 years	12 years	14 years	16 years	Swimsuits
Costumes	Maternity	Outerwear	As-Is			

#### Books

Books will be separated by the below categories.

Touch and feel	Infant to 2 years	Ages 3 to 5	Ages 6 to 9	Ages 10 to 12
Ages 12 and up	Maternity	Parental Help	Non-English or multi-language books	

#### Other categories

Stuffed Animals	Board Games	Electronic Games	Puzzles	Dolls
Outdoor toys	Music & Arts	Craft Supplies	Modelling Clay	Pretend Play
Infant Toys	Toddler Toys	Toy Vehicles	Action Figures	

### **Hanging:**

Clothing items must be hung on hangers. Hang your item so that when you are looking at the front of the garment, the hook on the hanger resembles a question mark. This way, everything will be facing the same direction on the racks and shopping will be a breeze.

Do not use hangers with smaller than standard hooks as they do not move freely on the racks, which create a hazard because the racks can tip or fall if someone pulls on them. Any items on this type of hanger will be removed from the sale.

If you group clothing items together on hangers, use zip ties or masking tape to attach a maximum of 4 hangers together.

Hangers remain with the clothing when it is sold, you will not get your hangers back. Old Navy, Osh Kosh/Carter's, Walmart and Superstore will give you hangers. It is best to call ahead.

## Quality Check:

### Clothing

Must be free of stains, rips, tears, marks, and holes. They should smell fresh, have all buttons, working zippers, and new elastics.

Clothes will be checked after being placed on the clothing racks. If an item has been pulled for quality reasons, they will be placed in the 'As-Is' section and the tag will be clearly marked as such. As-Is items can be purchased at the buyer's discretion.

After each section has been checked it will be taped with masking tape and no further items can be removed. Anyone caught pulling items from a taped off section will be asked to leave. Shopping will commence after all clothes have been checked for quality and the tape is removed.

### Shoes

Must be free of any holes, have clean laces, working snaps, zippers, or velcro.

### DVDs and Video Games

Will be inspected to ensure the correct item is in the case as well as to ensure there are no scratches that would affect the playing ability. All factory sealed items will be left as-is.

### Battery Operated Items

Batteries are not required to sell the item; however, it is recommended. This will ensure your item sells.

### Tags

All tags must be scannable; no faded, distorted, or bleeding lines. If any tags do not meet the quality standards, the item will be pulled from the floor. **This is to ensure we are able to get customers through check-out quickly.**

## Tagging

The sooner you start tagging, the better! Ensure all items have a tag as they cannot be sold without one.

Inventory deadline is the Thursday before the sale at 8:00 pm. Items cannot be entered into the system after this time; however, tags can still be printed.

Please email 'Tech Guy Trevor' ([tbrimson@gmail.com](mailto:tbrimson@gmail.com)) or send him a private FB message if you are having any issues with MyCM or the sales forms.

## Entering an Item in MyCM:

### Mandatory fields

Price

### Optional fields

Category

Size

Description

*\*The 'Donate' and 'Discount' checkboxes are not applicable.*

## Recommendations:

Create generic tags for any last minute items.

Vendors set their own prices but do not “emotionally price”; price to sell.

If you need help, check Kijiji or Ebay, or ask one of the previous sellers via the Sales Facebook page.

Include a description so that if the tag is lost we can match it to the item.

Select the smallest size of the clothing. i.e.: the items tags says 3 to 6 months; therefore, you will select 3 months when creating your tag.

Refer to the below sizing chart when your maternity item is a numbered size.

Maternity Clothes Sizing Chart

Item Size	Size in MyCM
0 to 2	XXS
2 to 4	XS
4 to 6	S
8 to 10	M
12 to 14	L
14 to 16	XL
16 to 18	XXL

Price lower if the item you are selling is new and the original price is still attached. Items will be pulled if the original sticker price is lower than your price.

## Creating Tags:

All tags must be created using white cardstock paper (65 pound or higher weight cardstock), cut along the border and have clear crisp printing. Tags will print 8 to a page.

If a tag has been printed but needs to be edited, print the new tag and destroy the old tag. You cannot use the old tag for something else.

If you have any items from a previous sale that are in poor condition, please re-print and replace your old tag with the new tag.

## **Affixing and Placement of Tags:**

Please email [londonmultiplessales@gmail.com](mailto:londonmultiplessales@gmail.com) to buy a tagging gun and/or a bag of 1000 barbs.

Only one tag per item. Do not place a tag inside a bag or tape the tag to an item unless otherwise specified below.

### Clothing

All tags must be tagged with a tagging gun and located just below the middle of the hanger. Tagging the items tag is best. See the photos in the LMBA Sellers Communication page on Facebook.

### Books, DVDs or Video Games

Use masking tape or painters tape to adhere the tag.

### Small Items

Place items in a Ziplock bag or a clean plastic fruit container. Use tape, string, or zip ties to adhere the tag on the outside of the bag or container.

### Big Items

The best way to attach a tag to items such as highchairs, swings, exersaucers, bikes, strollers, etc. is with ribbon, string or zip ties.

## **Drop Off**

Drop off is the day of the Sale from 9:30 am to 1:00 pm in the lobby. No exceptions.

*If your stuff is not in the building by 1:00 pm then it cannot be sold at the sale.*

You must sign in at the Check-in Desk before unloading your vehicle. Dollies and flatbeds will be made available. Anyone can drop off your stuff but whomever it is will be solely responsible for putting out your items. If items are left in the loading area and not put out on the floor, the bins will be pulled off the floor and returned to you.

Please move your vehicle to the back parking lot after you have unloaded so that our customers can have the spaces closest to the entrance.

Once your items are on the floor, please find your vendor number in the bin area and place a maximum of 5 bins behind your number. Please label your totes and lids with your seller number before coming to the sale.

Any items that are missing a tag will be taken to our lost tag area. If you find an item missing a tag or find a tag on the ground, please take it to the lost tag table and we will attempt to match the tag with an item to get it back on the floor. Any items not claimed by 10:30pm from the Lost Tags items will be donated, so please ensure you check this area before leaving after loading.

## **Tear Down**

All sellers need to be at the sale for 9:00 pm to help tear down. You need to help with all items; not just your own. Please sign in at the Check-in table to ensure you are not penalized.

All items from racks and tables will be put back into the appropriate seller's bins. Please make sure you double check the vendor number before you drop it in. Racks will be done first so the storage bin can be loaded up as we sort.

Children under 10 years of age are not permitted. We want to ensure everyone is safe as tear down is very busy, crowded and potentially dangerous.

## Commissions

The LMBA keeps a percentage of vendors' sales to help pay for the expenses of the sale itself, as well as community development, programs and operating expenses of the club.

There are also different commission rates for LMBA members and for Guest Sellers. Please review the commissions rates in the table below.

<b>LMBA Member</b>	<b>LMBA Club Receives</b>	<b>Seller Receives</b>
Complete one shift	25%	75%
Complete two shifts	20%	80%
Does not any shift	45%	55%
LMBA Sale Committee who completes 15 hours	15%	85%
LMBA Executive	10%	90%
<b>Guest Seller</b>	<b>LMBA Club Receives</b>	<b>Seller Receives</b>
Complete one shift	30%	70%
Complete two shifts	25%	75%
Does not complete any shift	60%	40%

Your profits will be paid to you by cheque. You or a friend can pick up your cheque at the Annual General Meeting or mailed to you within 4 weeks of the sale. Please do not inquire about the status of your cheque until 5 weeks after the sale.

## After the Sale

### Mislocated Items:

Please post it on the LMBA Sale Communication Facebook page, <https://www.facebook.com/groups/178483688887346/> or email the Sales Committee, [londonmultiplessales@gmail.com](mailto:londonmultiplessales@gmail.com), if you find someone else's item(s) in your bins.

We will contact them and make arrangements to have their items returned.

### Transfer Items to Next Sale:

1. Log into your MyCM account, <https://myconsignmentmanager.com/sales/mycmEvent.mycm?consignmentId=12255>
2. Before transferring your items, clean up your inventory by deleting sold items.
  - a. Ensure 'Clothing Sale/Fall 2018' is selected in the 'Select an Event' drop down' as it will default to the Spring Sale.
  - b. Filter items by 'Sold' in the 'Status' column.

- c. Select 'Refresh'. Only sold items should now appear on the page.
- d. Check the 'All' check box to select all items.
- e. Select 'Remove Item(s)'.

Remember you will be required to do this per page. You can increase items per page by selecting a higher number in the 'Show Entries' drop down.

3. Select the 'Item Transfers' tab.
  - a. Select the previous sale from the 'Transferring From' drop down box.
  - b. Select the current sale from the 'Transferring To' drop down box.
  - c. Select the items in your inventory that you want to transfer.
  - d. Click the 'Transfer Item(s) Now' button.