Frequently Asked Questions

**See our Seller's Information document for more detailed/complete info.

Getting Started/Item Counts/Materials

How do I pay my consignor fee?
The best way to pay is via PayPal when you sign up though My Consignment Manager (MyCM). If you choose not to pay through PayPal then you may mail your $10.00 to:

> Creekside MOPS
> 673 Peachtree Parkway
> Cumming, GA 30041

*IMPORTANT -- If you do not pay by PayPal, you MUST email us at mopscs@creekside.net with your name, seller number and the method that you will be paying so that you can MANUALLY be activated. The system will not allow you to enter items into our sale (or transfer them) until you have paid through PayPal or are activated.
Consignor registration fees are non-refundable and non-transferable.

How do I price my items?
This is up to you and your experience with consignment sales. Most people price their items 1/3 to 1/4 of retail price for items in excellent condition. Ask yourself what you would pay if buying the item. We strongly urge you to sell your items for half price on Saturday to increase the chance that it will sell. A good source for pricing guidance is https://consignmentmommies.com/kids-consignment-pricing-guide/

How many total items can I consign? How many clothing items?
Maximum number of total items per consignor is 350. Maximum number of books is 40. Maximum number of clothing items per consignor is 150. *Clothing items in sizes Newborn through 9 Months will be limited to 75 per seller.* (Shoes and maternity clothes do not count toward this number.)

How do I get my seller number changed to match my number from a previous sale?
We have instituted a procedure by which you will choose your own seller number at the time of registration. This will allow you to transfer your items from a different

sale without having to re-tag due to differences in seller numbers. If you have any questions when registering, please contact us at mopscs@creekside.net.

What kind of hangers do I have to use?
You can use any kind of hangers that you have. There is no need to purchase certain hangers, so ask friends and places of business if they have extra you can have.

How do I secure my tags to my items? What type of tape should I use?
See the "Preparing Your Items for Sale" section of the sellers' information document for detailed descriptions of how to tag different kinds of items.

Tags/Printing

How do I print my tags?
Cardstock is required for printing tags. Please select a white or pastel colored paper. Do not use bright colors because they are difficult to scan. Do not use plain paper because it is not thick enough to hold up through normal sale handling of your items and often becomes torn or damaged. So that our register volunteers know which side of the tag to scan, **DO NOT PRINT DOUBLE-SIDED TAGS.** Double-sided tags cause much confusion at the registers and often result in the buyer getting charged more for an item or you not getting the full amount for an item. Make sure your printer is set for single-sided printing. Also, please make sure your ink is printing at full strength. Tags printed with ink that is running low do not scan properly.

What is the print code?
In order to print your tags, log in to MyCM by going through www.myconsignmentmanager.com/creekside. This will ensure that you do not need a print code.

***New for 2022: I noticed this tag template is different than it's been in the past. Do I have to reprint my tags that have the older design?
No, you do NOT need to reprint your tags with the older design. We recently changed the way the tags look, and new tags going forward will print in this design. However, the old ones will still work perfectly fine and do not need to be reprinted.

Do I have to re-tag my items if I transfer them from a different sale?
The answer depends on several factors. If all the information on the tag is correct (i.e., seller number and price) and the ink on the tag is clearly readable (not blurry or faded) then you can most likely transfer your items without a problem. If you need to make any changes in MyCM to your items, then you MUST re-tag your items. **You may NOT handwrite price changes on your tag**, as the system will not recognize the change *even if you've changed it in MyCM*. If you want to discount items and the tag from the other sale does not indicate this, then you will need to make the adjustment in MyCM and reprint your tags. If you have any questions about whether you will have a problem with the tags you are using, please contact the consignment team at mopscs@creekside.net.

I decided to <u>discount</u> my items but don't want to reprint my tags. Can I change it in MyCM and just handwrite "yes" to discount on the already printed tags?
No, <u>you may **NOT** handwrite "yes" to discount</u> for a couple of reasons: 1) the scanner will not recognize that the item is discounted, incorrectly charging the buyer the full price; and 2) we can't be sure that a dishonest buyer did not just handwrite "yes" on the tag in order to receive a discount!

I decided to <u>donate</u> my items but don't want to reprint my tags. Can I change it in MyCM and just draw a red or black circle on the bottom right corner of my already printed tags?
Yes. You can also alert the volunteer at the check-in station when you arrive if you plan on donating all your unsold items and we will make a note of it by your seller number.

When is the last time I can enter items and print tags from My Consignment Manager?
The last time that you can enter items and *download PDFs* of tags will be Wednesday, Aug. 10, at noon. Please note: You can download and save PDFs of your tags onto your computer for printing at a later time. However they need to be downloaded from MyCM by noon on Aug. 10.

Drop-Off, Pick-Up, Checks and Settlement Reports

I need to drop off my items in two trips, is that okay?
Yes that is fine, although you may have to wait a bit for your second round.

What are the pick-up times?
Unsold items may be picked up from 4:30 p.m.-6:00 p.m. on Saturday, Aug. 13. (Last names A-M pick up from 4:30-5:15; last names N-Z pick up from 5:15-6:00.) We will not hold unsold items past 6:00 p.m. At this time, unsold items will be sent to charity.

When will my Final Settlement Statement be available for me to see what has been sold?
In order to ensure complete accuracy with the statements, they will be available on My Consignment Manger no later than Tuesday, Aug. 16. Settlement statements will NOT be available for viewing during the sale.

When can I expect to receive my check after the sale?
You should receive your check in the mail within four weeks after the sale. Please note that there will be a $25 fee if you lose your check and we need to issue you another one. (This is what the bank charges us to reissue a check.) The fee will be subtracted from your reissued check.

Volunteering and Shopping

I'd like to volunteer for the sale or I need to change my volunteer schedule. Who should I contact? You may sign up for your volunteer shift at www.myconsignmentmanager.com/creekside or email mopscs@creekside.net.

Can I bring my stroller and child(ren) to the sale?
Since we are a group of moms ourselves, we understand if you need to bring your children with you to shop. You may bring your children to the sale but we need you to keep them off the toys for sale and out of the clothes racks. Strollers will be allowed on Friday and Saturday, but NOT during the pre-sale on Thursday. Please realize that it may be a bit difficult to maneuver the sales floor at peak times when lots of people are in attendance.

If your question is not addressed here, please see our Seller Information link for more detailed information.