



BAVARIA COMMUNITY & SPOUSES' CLUB GRAFENWOEHR & VILSECK THRIFT SHOPS

POLICIES AND STANDARD OPERATING PROCEDURES (SOP)

I. NAME, MISSION, AND OPERATIONAL AUTHORITY

A. The Bavaria Community & Spouses' Club (BCSC) has oversight and direct responsibility for the daily operations of the Tower Barracks (Grafenwoehr) Thrift Shop, dba The Thrifty Tower Thrift Shop, and the Rose Barracks (Vilseck) Thrift Shop, dba Hidden Treasures Thrift Shop, within the jurisdiction of the U.S. Army Garrison–Bavaria (USAG–B).

B. The mission of the BCSC Thrift Shops is to offer a venue that allows members of the USAG-B community the opportunity to sell and/or purchase quality used merchandise at affordable prices.

1. The Thrift Shops shall be operated as a community service, with the first priority always being the needs of the military community members.
2. It is not intended to be used as a resale business for individuals or for Home Based Businesses (HBBs).
3. Furthermore, the profits generated from the sales at both Thrift Shops are returned to the community through the BCSC Outreach account (formerly Welfare Account) in the forms of community grants and educational scholarships.

C. The BCSC Thrift Shops are established and operate in accordance with AR 210-22 (Private Organizations on Department of the Army Installations), current USAREUR policy AE REG 210-22, and other appropriate directives within the USAG-B jurisdiction and only with the consent of the USAG-B Commander. Operation within the USAG–B community is contingent upon compliance with all requirements and conditions as set forth in the above regulations. Failure to comply with the above-cited regulations will result in the dissolution of the private organization.

D. BCSC and its Thrift Shops are not an instrumentality of the United States, are self-sustaining, and may not receive financial assistance from the Department of the Army (DA) or any Non-appropriated fund (NAF).

E. The United States Government, the United States Army, Army Europe (USAREUR) or USAG-B will not assume any liability for this organization's debts.



F. The BCSC, members and volunteers acting on behalf of the BCSC, and the Thrift Shops will comply with all applicable host nation laws. In accordance with host nation law, all BCSC members and employees of the Thrift Store may be held personally liable to creditors if the assets of the organization are insufficient to discharge all liabilities.

G. BCSC and its Thrift Shops will not engage in activities that compete with those of any appropriated or NAF activities.

H. The activities of both Thrift Shops shall be governed in accordance with the BCSC Constitution, BCSC Bylaws, and the Thrift Shop Standard Operating Procedures (SOP).

II. ORGANIZATION

A. The fiscal year for both Thrift Shops will be from 1 June through 31 May.

B. The governing body for both of the Thrift Shops shall be the Thrift Shop Administrative Committee (TSAC), under the direction of the BCSC Thrift Shop Liaison. The TSAC will review the overall operation and procedures of the Thrift Shops, provide financial oversight, and recommend any policy changes to the BCSC Executive Board and/or the BCSC Board of Governors (BOG). Discussed business may include, but is not limited to: employee contracts, policies, job descriptions, salaries, consignment contracts, yearly budget.

C. The TSAC shall consist of the following members:

1. BCSC Thrift Shop (TS) Liaison (Chairperson)
2. Tower Barracks Thrift Shop (TS) Manager, or designated representative
3. Rose Barracks Thrift Shop (TS) Manager, or designated representative
4. BCSC 2nd Vice President
5. BCSC Treasurer
6. At least one BCSC Advisor (non-voting) – appointed by the BCSC President
7. BCSC President may serve as an Ex-Officio member and shall vote only in the case of a tie.

D. The TSAC shall meet monthly, or as deemed necessary by the TS Liaison, or if requested by a member of the TSAC. A copy of the meeting minutes will be signed and maintained by the TS Liaison.



E. TSAC Member Responsibilities

1. BCSC Liaison

- a) Is appointed by the BCSC President for a term of one (1) year.
- b) Officiate TSAC meetings as the chairperson and a voting member.
- c) Advise and assist TS Managers, as needed, in matters of employee contracts, interviewing and hiring, and recruiting volunteers.
- d) Be an active volunteer at the Thrift Shops (no less than 2 hours weekly at each store).
- e) Be familiar with all aspects of the Thrift Shops' daily operations and procedures.
- f) Act as a mediator for any issues between the TS Manager and the employees, in the event they cannot be resolved.
- g) Attend all BCSC BOG monthly meetings and represent the Thrift Stores as a voting member of the BCSC BOG.
- h) Present a monthly report on Thrift Shop operations and financials to the BCSC BOG.
- i) Work in conjunction with the TSAC to update the Thrift Store SOP, as needed.
- j) Be listed on the signature card for the Thrift Shop bank account and be authorized to sign Thrift Shop employee checks when necessary.
- k) Coordinate with TS Managers to provide Thrift Shop information and events for the BCSC monthly newsletter and other publicity.
- l) Other duties as mentioned in the BCSC Bylaws.

2. TS Manager (One each at Tower Barracks and Rose Barracks)

- a) Responsible for the daily operation, administration, and supervision of the Thrift Shop and its employees. If the TS Manager is unable to be present, it is his/her responsibility to find a dependable replacement to be in charge of the Thrift Shop that day.
- b) Responsible for the interviewing, hiring, and training of all volunteers and employees, in conjunction with the TS Liaison as necessary. The TS Manager may delegate the training of volunteers and employees to the Thrift Store Assistant Manager as necessitated.
- c) Attend TSAC meetings as a voting member.
- d) Make recommendations to the TSAC concerning personnel, policies, financials, and equipment needed for daily operations.
- e) Responsible for the physical security of the Thrift Shop and its contents, to include key control. Ensure the Thrift Shop meets all fire and physical security regulations.



- f) Maintain control and accountability of all Thrift Shop money, to include deposits and petty cash, and verify daily deposits and total sheets.
- g) Maintain a copy of the current SOP at the Thrift Store and assure that all employees and volunteers have read it.
- h) Keep and maintain a current inventor of property owned by the Thrift Shop.
- i) Supervise and assist in the pulling and markdown of expired consignment items. Supervise the pricing of TSP items and donations. Coordinate for outgoing donations.
- j) Arrange for an audit before a change of the bookkeeper, or annually during the month of June.
- k) Coordinate with DPW for building repair, maintenance, or other work orders.
- l) Responsible for the overall appearance of the Thrift Store so that displays are changed regularly and maintained in the most attractive manner to promote sales. The TS Manager is responsible for the appearance of the immediate exterior of the building, the front entrance, and the area surrounding the building. These areas must be kept clean, swept, and free of trash, ice, and snow at all times.
- m) Resolve disputes with customers, referring to the SOP when necessary.
- n) Supervise and/or assist consignors.
- o) Responsible for all Thrift Shop publicity, working in conjunction with the TS Liaison for the BCSC newsletter and other BCSC publicity.
- p) Should be bonded by BCSC annually.
- q) Verify all employee time sheets and submit them to the bookkeeper for preparation of paychecks. Sign all employee paychecks.
- r) Publish and update an exclusion list of those items that will not be accepted for consignment.
- s) Has the authority/right to ask uncontrollable or unruly guests or children to leave and/or pay for any damage caused to consignment or Thrift Shop property.
- t) Responsible for determining Thrift Store planned and unplanned closures and notifying the BCSC Thrift Store Liaison of all scheduled closures.



3. BCSC Second Vice President
 - a) Attend TSAC meetings as a voting member.
 - b) Act as the Thrift Shop Chairperson at TSAC meetings in the absence of the BCSC TS Liaison.
 - c) Coordinate with the TSAC to ensure that the Thrift Shop operates in accordance with the BCSC Constitution and Bylaws.

4. BCSC Treasurer
 - a) Attend TSAC meetings as a voting member.
 - b) Serves as the primary custodian of the Thrift Shop accounts.
 - c) Signs all payroll checks and other miscellaneous checks.
 - d) Works in conjunction with the Thrift Shop Bookkeeper on all financial matters.
 - e) Advises TS Managers of all the bonding and insurance information as needed for daily operation.
 - f) Maintains a ledger to reflect monthly Thrift Shop income and expense financial statements.
 - g) Advises TS Managers of all the banking information as needed for daily operation.

III. AUTHORIZED PATRONS AND ACCESS TO THE THRIFT SHOP

A. Only the following individuals are authorized to purchase items through the Thrift Shops as defined in Article 1, paragraphs 1a, b, and c by the NATO SOFA agreement:

1. U.S. Active Duty and family members with a valid military ID (to include Soldiers on TDY in Germany).
2. US Reservists TDY or called up to Active Duty in Germany with a valid military ID.
3. US Civilians (DOD) and US Technical Experts serving exclusively with US Forces and Family members/dependents with a valid government ID.
4. All NATO forces/military members with proper NATO ID card.
5. Military retirees, surviving dependents, unaccompanied dependents, legitimate/illegitimate and sole surviving children. Any sales to these individuals should be accompanied with a sales slip in order for them to pay any applicable taxes to German Customs authorities. They should be in possession of a German Customs Certificate (Form 0217/pink card) and a German Customs authorization (form 0216/Zulassung); these forms along with their ID card authorizes them to use the Thrift Shops.



B. Guests (defined as the immediate family members of an authorized patron) with a valid passport are allowed access to the Thrift Shops, but cannot make any purchases. Patrons are responsible for their guests. If a patron cannot control a guest, both parties may be asked to leave Thrift Shop.

C. Parents/Guardians are responsible for the actions of their minor family members. If a parent/guardian cannot control a minor family member, they may be asked to pay for any damages to Thrift Shop property and/or asked to leave the Thrift Shop.

D. 100% I.D. card check will be conducted at the register.

IV. OPERATING AND EMPLOYMENT HOURS

A. Basic Operating Hours:

Thrifty Tower, Tower Barracks
Bldg. 508, Grafenwoehr

Tuesday 1000 - 1500
Wednesday 1000 - 1500
Thursday 1100 - 1700
1st Friday 1000 - 1500
of month

Hidden Treasures, Rose Barracks
Bldg. 221, Vilseck

Tuesday 1100 - 1700
Wednesday 1000 - 1500
Thursday 1000 - 1500
2nd Sat. 1000 - 1500
of month

B. Basic Employment Hours

Thrifty Tower, Tower Barracks
Bldg. 508, Grafenwoehr

Tuesday 0930 - 1530
Wednesday 0930 - 1530
Thursday 1030 - 1730
1st Friday 0930 - 1530
of month

Hidden Treasures, Rose Barracks
Bldg. 221, Vilseck

Tuesday 1030 - 1730
Wednesday 0930 - 1530
Thursday 0930 - 1530
2nd Sat. 0930 - 1530
of month

C. All additional hours above and beyond set employment hours will be counted as volunteer hours.



D. Any variation to an individual employee's hours will be prearranged and approved by the TS Manager.

E. Consignments are accepted until one half hour (30 minutes) prior to closing.

F. Closures

1. The Thrift Shops will be closed on the following U.S. Federal holidays, if said holiday falls on a regularly scheduled work day: Independence Day, Veteran's Day, and Thanksgiving Day. If one of these holidays falls on such a day as to affect Tuesday through Thursday business (ex. Three or four-day training holiday weekends), the Thrift Shops will close on the affected day and shall instead open on an additional weekday either prior to or the week after the holiday.

2. The Thrift Shops will be closed for winter break in December/January, for a period of not more than two (2) weeks, to correspond with the DODDS winter vacation.

3. The TS Managers will be responsible for notifying the TS Liaison of all scheduled closures. In addition, notification of all scheduled closures will be posted in the Thrift Shops at least one (1) week prior to the event.

4. The Thrift Shop Inclement Weather Policy:

a) The Thrift Shops will follow the Garrison directives for delays, early dismissals, and closures due to inclement weather.

b) In the event of a delay, the Thrift Shops will open at 1030 (if normal opening time is 1000).

c) If the roads in the Grafenwoehr/Vilseck areas are under red or black road conditions and/or dangerous driving conditions at 0800 hours, the Thrift Shops will be closed.

d) All other closures due to weather will be determined by the Thrift Shop Managers on a case-by-case basis.

V. PAID (CONTRACT) EMPLOYEE POSITIONS

A. The BCSC BOG determines the authorized Thrift Shop employee positions and their compensation for both Thrift Shops. The BCSC BOG may keep a vacant position unfilled if deemed necessary.



B. Authorized Thrift Shop salaried employee positions include, but are not limited to the following positions in each shop: TS Manager, Thrift Shop Assistant Manager, Cashier/Clerk, Bookkeeper, Consignment Clerk, and Custodian.

C. In addition to the regularly staffed salaried positions, the Thrift Shop is authorized two (2) on-call positions to work in the absence of regularly salaried personnel. These on-call positions may be hired, trained, and utilized at the manager's discretion.

D. Employees must possess an approved and valid DOD or NATO I.D. card.

E. Vacant positions will be advertised throughout the community for a minimum of two weeks. However, current employees and active volunteers will be given priority in hiring.

F. Occupancy of any position will be based upon the specific qualifications for the position and not employee or volunteer seniority. However, when several applicants of similar ability and experience apply for the same position, preference will be given to current employees and volunteers.

G. No applicant will be discriminated against on the basis of age, race, color, religion, national origin, gender, sexual orientation, or mental or physical disability.

H. All applicants will be interviewed by at least two (2) of the following: The BCSC President, 2nd VP, TS Manager, TS Liaison, and Thrift Shop Advisor (if available).
Manager responsible for hiring others Requires at least two (2) of the following: The BCSC President, 2nd VP, TS Manager, TS Liaison, and Thrift Shop Advisor (if available).

I. No paid employee of the Thrift Shop is eligible to sit on the BCSC Executive Board or BOG or serve as a BCSC Advisor concurrently.

J. The TS Manager & Bookkeeper are bonded for up to \$5000.

K. Upon any change of personnel, a list of Thrift Shop employees' names, addresses, and telephone numbers will be provided to the TS Liaison and forwarded on to the BCSC President, who is responsible for forwarding it on to the U.S. Army Garrison – Bavaria MWR office.



VI. EMPLOYEE SALARY AND PERFORMANCE POLICIES

A. Salaries will be recommended by the TSAC, but the BCSC BOG will approve all Thrift Shop employee salaries and/or bonuses.

1. Compensation is derived from the operating expenses of the Thrift Shop.
2. The BCSC allocates a maximum of 20% of the gross income for compensation of Thrift Shop employees, in accordance with AE Reg 210-22.
3. Employees will be paid no later than the 10th day of the following month worked.

B. The BCSC Thrift Shops are not responsible for the withholding or payment of State and/or Federal Income Taxes. Further, the BCSC Thrift Shops will not withhold nor pay FICA/Social Security Taxes. It is the employee's responsibility to report income received. A statement of earnings will be provided to each employee at the end of the calendar year.

C. The TSAC will conduct a salary review each April and make recommendations to the BCSC BOG for approval no later than the May meeting. Salary and bonus percentage increases or decreases may be adjusted at that time and may or may not be granted based on Thrift Shop profits and employee performance.

D. Employee performance evaluations will be conducted by the TS Manager at each shop. The TS Managers' evaluations will be conducted by the Thrift Store Liaison, the Second VP, the President, and a BCSC Advisor. (Two of the three) Performance evaluations will be conducted in April in conjunction with the signing of annual Employment Contracts, or as deemed necessary by the TS Manager and/or the employee.

VII. EMPLOYMENT CONTRACTS

A. All employees will sign an Employment Contract.

B. All Thrift Shop employees may have the opportunity to renew their employment contract by 1 MAY. The BCSC Executive Board reserves the right to renew or not renew an employee contract.



C. The BCSC Executive Board and/or BCSC BOG may change any or all employee contracts with a one (1) month written notice.

D. The TS Manager will initiate all contracts and contract renewals. The BCSC Executive Board will approve all contracts.

E. Any employee contract disputes or claims which cannot be settled between the employee and TS Manager will be forwarded to the TS Liaison. The Liaison, in consultation with the BCSC Executive Board, will provide a final decision.

VIII. TRAINING/PROBATIONARY PERIODS

A. The standard training/probationary periods for positions are as follows:

1. Manager and Bookkeeper - two (2) months
2. All other paid positions – one (1) month

B. A formal review will be conducted by the TS Manager for all positions at the end of the probationary period. A formal review will be conducted by the TS Liaison and another member of the TSAC for the Thrift Store manager at the end of the probationary period.

C. Renewal contracts may not require a probationary period at the discretion of the TSAC.

D. Any employee who takes a new position within the Thrift Shop will serve a probationary period in the new position as described in (A) above.

E. During the probationary period, the BCSC may release the employee with or without cause, with or without notice, at the BCSC's sole discretion.

F. Employees with less than three (3) months time in position are eligible for bonuses, however, the bonuses will be prorated in relation to time employed.

IX. COUNSELING SESSIONS AND CONTRACT TERMINATION

A. Satisfactory job performance will allow for only two (2) formal written counseling sessions for the duration of each contract period, including any evaluations during the training/probationary period. A third counseling session will result in immediate termination.



- B. During the training/probationary period, more than one formal written counseling session will result in immediate termination.
- C. Counseling sessions may be included with an employee evaluation.
- D. In the event of any act of misconduct (to include violations of AR 210-22 and current USAREUR policy) on the part of an employee, the TS Manager, in consultation with the TSAC, reserves the right to terminate the employee immediately without notice and without liability.
- E. An employee may appeal the content or outcome of a counseling session or termination in writing to the BCSC Executive Board. All appeals concerning counseling sessions or termination will be considered by the BCSC Executive Board. The decision of the BCSC Executive Board is final.

X. EMPLOYEE LEAVE POLICIES

- A. Employees do not accrue sick leave.
- B. If a family or medical emergency is involved, verification may be required before emergency leave is granted.
- C. Upon completion of the probationary period, the employee will be granted two (2) paid personal days annually. Any other leave requests will be unpaid. All leave requests during the probationary period will be unpaid.
- D. All requests for personal leave (paid or unpaid) during Thrift Shop regular business hours will be submitted to the Manager for consideration at least two weeks prior to the requested date. The TS Manager's requests for leave will be submitted to the TS Liaison for approval.
- E. All employees will receive leave during the time the shop is closed for the two-week winter holiday in December/January (according to DODDS schedule).

XI. ADDITIONAL EMPLOYEE POLICIES

- A. Employees are not required to volunteer at the Thrift Shop.
- B. If any employee wishes to volunteer, he/she may do so. Employees who are volunteering may receive childcare benefits as specified to volunteers.



Employees must record their volunteer hours on the computer as Volunteers are instructed to do so.

C. Employees are not allowed to bring minor children (under the age of 12) to work with them.

D. Children twelve (12) and over may accompany parents to work provided they work as volunteers under the supervision of their parent. This privilege may be revoked at any time at the discretion of the TS Manager. If at any time an employee's child becomes disruptive, the child will be asked to leave.

E. Employees are expected to conduct themselves in a professional manner with fellow employees, volunteers, and customers.

F. Employees must not be under the influence of any intoxicating substance while working or volunteering. Failure to comply may result in immediate termination of contract.

G. Employees using social media to insult or threaten any aspect of the BCSC or Thrift Shop may be subject to counseling and/or termination.

H. Employees must not conduct business for themselves or another organization or entity on Thrift Shop property.

I. Thrift Shop employees will have the benefit of first choice (before customers) to purchase any Thrift Shop merchandise. They must place the desired item in the area designated by the TS Manager. Said item will be held until the close of business, upon which time a fair game of chance will be held if multiple people are interested. The item must be purchased at that time. Failure to follow the proper procedure will result in the loss of this privilege. Thrift Shop employees receive a 50% discount off TSP items.

XII. VOLUNTEERS

A. Volunteers must be holders of a valid and approved DOD or NATO ID card.

B. The TS Managers and TS Liaison, along with the BCSC BOG are responsible for recruiting volunteers from the community who will help staff the BCSC Thrift Shops during hours of operation.



C. Volunteers are welcome and needed each day that the Thrift Shop is open. When possible, volunteers are asked to sign up for specific times and dates to maximize manpower.

D. Volunteers are encouraged to familiarize themselves with the BCSC Thrift Shop SOP.

E. The TS Manager or Assistant Manager will provide a Volunteer Orientation to the store in order for Volunteers to work in all areas as needed.

F. Volunteers will record their hours on the computerized Volunteer Daily Time Sheet.

G. Volunteers are highly encouraged to register online with VMIS (www.myarmyonesource.com) to track their volunteer hours.

H. The TS Manager will turn over a list of Thrift Shop volunteers and their monthly hours to the TS Liaison no later than the 5th of every month. These hours should be submitted monthly to the BCSC Volunteer Coordinator. In the absence of a TS Liaison, the TS Manager may submit a list of volunteers and their monthly hours directly to the BCSC Volunteer Coordinator.

I. Volunteers will sign a Volunteer Agreement/Contract indicating they have read the BCSC Thrift Shop SOP.

J. Thrift Shop Volunteers will have the benefit of first choice (before customers) to purchase any Thrift Shop merchandise. They must place the desired item in the area designated by the TS Manager. Said item will be held until the close of business, upon which time a fair game of chance will be held if multiple people are interested. The item must be purchased at that time. Failure to follow the proper procedure will result in the loss of this privilege. Thrift Shop employees receive a 50% discount off TSP items.

K. Volunteers may consign up to 20 items of their personal property daily.



L. For safety precautions, all Thrift Shop Volunteers must be at least twelve (12) years of age. Children ages 12-17 are welcome to volunteer under the following guidelines:

1. Children 12-14 years of age may volunteer if accompanied by a parent or other guardian, and at the discretion of the TS Manager.
2. Teens 15-17 years of age may volunteer without a parent, and at the discretion of the TS Manager.
3. Children are not allowed in the consignment area for their safety. (unless they are over 16 years old)

M. If at any time a volunteer (or child volunteer) becomes disruptive, s/he will be asked to leave the Thrift Shop.

N. The TS Manager will determine the Volunteer duties in accordance with the Thrift Shop Volunteer Agreement.

O. If the work load becomes unmanageable due to sickness or absence of the volunteer force, the Thrift Shops may curtail consignment hours. The TS Manager must first consult with the TS Liaison and/or BCSC President prior to taking action.

P. Any volunteer disputes that cannot be settled between the volunteer and Manager shall be forwarded to the TS Liaison. The Liaison in consultation with the BCSC Executive Board will provide a final decision.

Q. The TS Managers and TS Liaison will identify one (1) outstanding volunteers each month to be publicly recognized on the basis of hours volunteered, contribution to the Thrift Store, and overall performance. Public recognition may include but is not limited to a Thrift Store gift certificate, newspaper and radio recognition, BCSC newsletter recognition, awards, or other incentives deemed appropriate by the BCSC BOG.

XIII. VOLUNTEER CHILDCARE

A. Child care fees are paid by the BCSC Thrift Shop for all volunteers during shop hours. Child care fees are paid for out of the Thrift Store operational expenses.

B. Up to 20 hours of child care fees will be paid per volunteer per month when using a CDC or an FCC provider at the rate of \$4.00 per hour per child.



C. Up to 25 hours of child care fees will be paid per volunteer per month when using a private sitter at the rate of \$3.50 per hour per child.

XIV. CONSIGNMENTS

A. All items Consigned for sale at both Thrift Shops must be sold in accordance with the Thrift Shop SOP and Thrift Shop Consignment Contract (attached).

B. Consignments are governed by the Consignment Contract, a copy of which must be signed by each consignor. Each contract will expire after one (1) fiscal year, from June 1 to May 31.

C. No private transactions or arrangements between customers, volunteers and/or employees will be permitted within the vicinity of the Thrift Shop. Violators risk being barred from the Thrift Shop.

D. The Thrift Shop is not responsible for loss or damage to any item for any reason to include: fire, theft, disappearance, breakage, or water damage.

E. If parents cannot control their children, the Manager has the authority to ask the customer to leave and/or pay for any damage caused to consignments or Thrift Shop property.



F. Each item taken on consignment must be clearly labeled with a white tag. Information on the tags must include, but is not limited to: Bar or scan code, item number, expiration date or date it becomes Thrift Store Property (TSP), and the price of the item. Other information included on the tag is at the discretion of the Thrift Store Manager.

G. All sales are final. Purchasers will be expected to accept merchandise in its present condition and will be afforded NO REFUNDS OR EXCHANGES. However, the Thrift Store Manager is authorized to use his or her best judgment for exceptions.

H. The consignment period is for 90 days. The consignment period is subject to change at the Manager's discretion, with approval of TSAC. Any change in the consignment period will be posted 30 days in advance.

I. Consigners may, at their discretion, withdraw their consigned items at any time up until the said items expire and become Thrift Shop Property (TSP), however, the Thrift Shop will charge a 10% withdrawal fee to the consigner.

J.

K. Consigned items not withdrawn by the expiration date become Thrift Shop Property (TSP). The Thrift Shop may sell or dispose of these items at the discretion of the Manager.

L. The Thrift Shop is not responsible for notifying anyone, either by telephone, e-mail, or mail, concerning the status of their consigned items, the proceeds of sales, or the availability of consignment checks.

M. The TS Manager will publish an EXCLUSION LIST of those items that will not be accepted for consignment the following week. The Manager may add additional items to the Exclusion List as deemed necessary. Consignors with PCS/ETS status will be exempt from the list (with the exception of Seasonal Items).



N. The Thrift Store will not accept any item for consignment that is chipped, cracked, broken, dirty, stained, torn, has a noticeable odor, visible pet hair, or is in disrepair.

1. If an employee continually accepts for consignment or offers for sale as TSP, any item that does not meet Thrift Store standards or is listed on the EXCLUSION list, the Thrift Store Manager may give written counseling to the employee.

O. Winter clothing will be accepted for consignment from 1 September until 29 February. Summer clothing will be accepted for consignment from 1 April until 31 August. Clothing will not be accepted in March or August.

P. The Thrift Shop reserves the right of first choice, before employees or volunteers, of any items that are newly consigned, or new to TSP. These items should only be purchased for use within the Thrift Shop.

Q. BCSC reserves the right to utilize any TSP merchandise. Arrangements should be made through the Thrift Store Manager.

R. By recommendation of USAG Bavaria, individuals will not use the Thrift Shops as an occasional and intermittent resale outlet (HBB). The privilege to resell in the Thrift Shop does not permit the operation of a business enterprise by individuals. Individuals may not repeatedly purchase goods and use the Thrift Shops as a proxy to resell those goods. Those who do so are using the Thrift Shops as a continuing resale outlet and are violating Army Regulation 215-1 and USAREUR Regulation Private Organization Policy. Persons using the Thrift Shop as a resale outlet (HBB) are in fact engaging in a commercial enterprise on a military installation. Consignors will lose their privileges to consign indefinitely. The regulations are clear that such commercial enterprises are allowed under very narrow circumstances.

S. Consignors (not on PCS/ETS Orders) shall not receive 3 or more consignment checks in excess of five hundred dollars (\$500.00) within a six (6) month period. In the event this occurs, the Thrift Store Manager will present this information to the TSAC for investigation to determine if a consignor is using the Thrift Store as a resale outlet (HBB). If it is determined that the consignor is violating this regulation, the consignor will lose their consignment privileges.



T. Consigned items should constitute at least 50% of the available retail space. Every effort will be made to effect an even distribution of consigned merchandise and TSP merchandise.

1. The TS Manager may offer TSP merchandise for sale in space reserved for consigned merchandise in the absence of said merchandise. However, once the consigned merchandise becomes available, TSP must be moved and consigned merchandise given precedence to affect the 50/50 ratio again.

XV. DONATIONS

A. Donations are the property of the Thrift Shop and will be sold/disposed of at the discretion of the TS Manager.

B. If TSP is donated to other charitable causes, the TS Manager must submit an accurate accounting of all donations to the TS Liaison (2nd VP in the absence of a TS Manager) no later than the 10th of the following month. Required information includes: name and contact information for receiving charity or organization, type and number of items donated.

C. The TS Manager or TS Liaison has the authority to re-donate items for community causes, as they deem appropriate. "Request for Merchandise" donation form? Emergency assistance to individuals in extraordinary circumstances or families in crisis. Requests come from unit

D. The Thrift Shop reserves the right of first choice on donations, for use in the Thrift Shop, before volunteers, employees, charities or customers.

E. Sorting and/or pricing of donations will be done under the direction of the Thrift Store Manager.

F. Donations will be cataloged and labeled for sale in the same manner as consigned merchandise. Donated items will be clearly labeled either with a colored tag or marked as TSP on the tag. The date of acquisition of TSP property should be clearly marked on the tag. TSP merchandise should not remain in TSP inventory for no longer than one (1) year from the date of acquisition.

G. Merchandise acquired as TSP, either as expired consignment items or donations, will be offered for sale for a period not to exceed a total of 90 days.



H. The Thrift Store Manager may offer special sales or discounts, or otherwise dispose of TSP merchandise, at their discretion, provided that said sale or disposition does not deplete TSP inventory by more than 20% at any given time.

I. The BCSC BOG may, without prior notice, authorize special sales or discounts to promote or dispose of TSP.

J. Any repairs made to donated items to bring them up to Thrift Store standards for resale, must not exceed more than 50% of the final sale price for said item.

K. An individual contracted by the Thrift Shop to make repairs on TSP must be paid from the Thrift Shop operating expenses and expenditures noted in the monthly budget report. The Thrift Store Manager may authorize up to \$50 per month in repair expenditures without prior approval from the TSAC.

L. No customer, donor, employee, or volunteer is allowed to take items from the donation area or its proximity. Donations are the property of the Thrift Shop and will be treated as such. Unauthorized removal of TSP will not be tolerated and will be reported to the proper authorities.

XVI. SALES

A. Sales are in U.S. Dollars (\$). Euro is accepted at a 1:1 rate, provided the Euro is valued at least as high as the dollar. Change will only be given in U.S. dollars. Personal checks will be accepted with proper identification for purchases over \$30 and for the amount of the purchase only.

B. The Thrift Shop is not responsible for the condition or working order of items after they are purchased. There are no returns or exchanges on any merchandise. All sales are final.

C. Items may be placed on "hold" until the end of the current business day.

D. Customers must wait for donations to be consigned for sale, although the Thrift Shop followed by employees and volunteers have first right of refusal.

XVII. FINANCIAL POLICIES



A. Income

1. Thrift Shop income is derived from the sales of donated merchandise (TSP) and commission from consigned merchandise.
2. Net profits from the Thrift Shops will be deposited into the BCSC Outreach account (formerly the Welfare account) for grants and scholarships.
3. Monthly net profits shall be remitted by the TS Liaison, or designate, to the BCSC Treasurer. The BCSC President shall receive a copy of the monthly financial reports.

B. Expenses

1. Expenditures will be limited to those items associated with running a small business and those specifically authorized by the TSAC and/or the BCSC BOG.
2. Authorized expenditures may include, but are not limited to the following:
 - a) Wages of Thrift Store employees
 - b) Costs associated with financial bonding and required insurance
 - c) Audit
 - d) Office administration and supplies
 - e) Repairs and maintenance of TSP
 - f) Purchase of equipment
 - g) Reimbursement for volunteer child care expenses as mentioned in the Volunteer Child Care section
 - h) Custodial Care
 - i) Volunteer appreciation

C. As stated in the Consignment Contract, the Thrift Shop will deduct a commission of twenty-five percent (25%) of the selling price for each article sold.

D. Consignor's checks will be issued monthly, on or before the 10th of each month.

E. The Thrift Store Liaison will provide an updated list of BCSC members monthly to the Thrift Store Cashier to reference current BCSC membership. BCSC members will receive a 20% discount on all regularly priced TSP merchandise, not to be used in conjunction with any other special sale or offer.

F. Checks due to consignors from sales will be held for one hundred and ninety (190) days after the date of issue. IF NOT CLAIMED AND/OR CASHED WITHIN 190 DAYS, THE CHECK WILL BE VOIDED AND NOT REISSUED. All proceeds from expired checks are issued to the BCSC Outreach account. The Thrift Shop



will assume no responsibility for reminding consignors of the forfeiture. Checks may be reissued within 30 days of being voided on a case-by-case basis, at the request of the consignor and at the discretion of the Thrift Store Manager.

G. Lost checks are subject to a reissue fee of \$10.00. Said fee will be deducted from the face value of the original check.

H. Consignors on PCS/ETS orders may receive their checks via mail by leaving four (4) self-addressed, stamped business size envelopes with the consignment clerk. Envelopes must be stamped with the expired date of their last consigned items.

I. Consignment checks will not be written for less than \$5.00. Monies will be held until the amount exceeds \$5.00 or upon request.

J. Checks returned for insufficient funds will be handled in the following manner:

1. The check writer will be assessed a service charge equivalent to the bank's service charge.
2. The amount of the check, plus the service charge will be paid, in cash or Money Order only, to the Thrift Shop.
3. If the check writer is a consignor the amount of the check and the service charge may be taken from their consignment check.
4. Check cashing privileges will be revoked for a period of six (6) months.

K. The BCSC President is the Custodian of the Thrift Shop account at the Community Bank. The TS Manager, Thrift Shop Bookkeeper, BCSC TS Liaison and BCSC President are authorized to sign checks.



L. The Thrift Store Manager will keep an inventory list of those items purchased by the Thrift Store on a recurring basis (ex. Cleaning supplies, office supplies, etc.). These items should be purchased from the Thrift Store's petty cash fund as needed.

1. The inventory list will be kept current and updated as needed.
2. The list will be displayed near the items listed so that employees and/or volunteers can add to the list as they notice items that are becoming depleted.
3. All surplus items included on the list will be stored in close proximity to each other in a designated area in an effort to facilitate an accurate accounting of said items.
4. All receipts for expenditures will be collected and submitted to the Bookkeeper monthly.

M. The Thrift Store Manager may request petty cash funds from the Bookkeeper as needed, in increments not to exceed three hundred and fifty dollars (\$350).

N. The Thrift Store Manager must notify the Thrift Store Liaison within seven (7) days if more than one (1) request for petty cash funds is requested within a thirty (30) day period.

O. Any requests for expenditures in excess of three hundred and fifty dollars (\$350) for a single month must be provided to the TSAC for review and approval.

P. The Thrift Shop financial year will be from 1 June through 31 May.



Q. An annual audit will be conducted at the end of the BCSC board year in May, and/or upon change of TS Manager or Bookkeeper, or at the discretion of the BCSC President or BCSC BOG. All done by the USAREUR Regulation 210-1 and policy letter 215 dated 28 July 2000, will include at least the following:

1. A thorough check to ensure that all transactions are recorded and properly documented (i.e. audit trail established) and accounts currently posted.
2. Inventory of Thrift Shop owned property.
3. Verification that financial statements are accurate and issued monthly for review by the TSAC.
4. A cash amount of all cash on hand, reconciliation of accounts payable and other liabilities.
5. A copy of the audit report and corrective action taken will be furnished to the approving authority together with the request for annual renewal of the Thrift shop, unless previously forwarded.

XVIII. KEY AND SAFE POLICY

A. Individuals authorized a key to the Thrift Shop are as follows: The TS Manager, the Assistant Manager, the TS Liaison, the Bookkeeper, the BCSC President, and the Custodian. The TS Manager has the discretion to authorize keys or combinations where deemed appropriate.

B. Keys will be controlled by a sign-out system kept current by the TS Manager working in conjunction with the BCSC President.

C. Individuals authorized a key or combination to the safe are as follows: The Thrift Store Manager and Assistant Manager, the Thrift Store Liaison, the Bookkeeper, and the BCSC President.

D. Individuals authorized computer passwords are as follows: the TS Manager, the TS Liaison, the Bookkeeper, and the BCSC President. The password(s) should be changed regularly with every effort made to maintain security at all times.

E. The MP Station is authorized a key in case of emergency. Additionally, the MP Station at each location should be provided with a current Point of Contact (POC) to include name and phone number of authorized personnel to access the Thrift Store should it become necessary.



XIX. APPEARANCE

A. The TS Manager is responsible for the appearance of the immediate exterior of the building, the front entrance and the area surrounding the building. These areas will be kept clean, swept, and free of trash at all times. The Manager is responsible for tasking out custodial duties to all Thrift Shop employees and/or custodial services.

B. The TS Manager is responsible for the appearance of the interior of the Thrift Shop. Every effort should be made to keep the Thrift Shop clean, organized, and of a professional appearance.

1. Shelves should be kept organized and merchandise free of dust.
2. Electrical cords must be secured in such a way as to be neat and not present a hazard to young children.
3. Clothing should be kept organized according to gender and size with every effort to maintain racks in a uniform and professional appearance.
4. Hanging clothing should not be crowded on racks in such a way as to prevent customers from having a reasonable margin of movement between items in order to view merchandise.
5. Clothing sizes must be separated by clearly marked dividers.
6. Summer clothing, defined as any lightweight, short-sleeved top, shorts, or capri-style pants will not remain on the sales floor after 1 October. Additionally, any article of clothing made from sheer or semi-transparent material will be classified as "summer" and will not be offered for sale after 1 Oct (The exception being any consigned clothing that has not reached its expiration date yet.)
7. Winter clothing, defined as any heavy-weight or long-sleeved item, or any item designed to provide additional protection from cold weather may not remain on the sales floor after XXX. (The exception being any consigned clothing that has not reached its expiration date yet.)
8. The TS Manager reserves the right to authorize a separate rack of off-season clothing in case of inclement or unseasonable weather. However, the rack(s) may not constitute more than 10% of the total, current clothing inventory.

C. Flyers, posters, or other advertisements are to be placed on the Thrift Shop bulletin board only. The TS Manager may authorize additional placements, as needed.



D. Seasonal decorations used for Thrift Store beautification may be placed in the Thrift Shop at the discretion of the TS Manager, but must be removed no later than one (1) week following the event.

XX. DISSOLUTION OF THE THRIFT SHOP

A. Dissolution can be accomplished in accordance with the Constitution and Bylaws of the BCSC or by order of the Approving Authority, USAG-Bavaria.

XXI. MISCELLANEOUS

A. The Thrift Shop will put forth every effort to build good customer relations and provide good customer service to the USAG-Bavaria Community. The Thrift Shop does, however, reserve the right to refuse service to anyone who violates its property, its rules and regulations, and its Standard Operating Procedures.

B. All Thrift Shop sales are final. Purchasers will be expected to accept merchandise in its present condition and will be afforded NO REFUNDS OR EXCHANGES. However, the TS Manager is authorized to use his/her best judgment for exceptions.

Approved on _____

BCSC President

Tower Barracks Thrift Shop Manager

Rose Barracks Thrift Shop Manager

Thrift Shop Liaison

Revised: JUNE 2016