

# Frequently Asked Questions

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

## **How do I pay my consignor fee?**

The best way to pay is via PayPal when you sign up through My Consignment Manager (MyCM). If you choose not to pay through PayPal then you may mail your \$10.00 to:

Creekside MOPS Consignment Sale  
673 Peachtree Parkway  
Cumming, GA 30041

**\*IMPORTANT-**If you do not pay by PayPal, you **MUST** email us at [mopscs@creekside.net](mailto:mopscs@creekside.net) with your name, seller number and the method that you will be paying so that you can **MANUALLY** be activated once payment is received. 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 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.)

## **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, March 2. 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, March 5. 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.

**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](http://www.myconsignmentmanager.com/creekside) or email [mopscs@creekside.net](mailto: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.

### **What is the print code?**

In order to print your tags, log in to MyCM by going through [www.creekside.net/mops](http://www.creekside.net/mops). This will ensure that you do not need a print code.

### **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](mailto:mopscs@creekside.net).

### **Do I have to re-tag my items if I transfer them from a different sale?**

The answer depends on several factors. If all of the information on the tag is correct (i.e. seller number and price), 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. If you want to discount and/or donate items and the tag from the other sale does not indicate these fields, then you will want to make the adjustments 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](mailto: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 a certain type of hanger, so ask friends and places of business if they have extra you can have.

### **What kind of paper do I use for printing tags?**

Cardstock (60 lb thickness preferred) 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**. Also, please make sure your ink is printing at full strength. Tags printed with ink that is running low do not scan properly.

### **How do I secure my tags to my items? What type of tape should I use?**

Tags should be secured with safety pins when possible, with a piece of transparent tape covering the safety pin. This ensures that the tag cannot be removed (and possibly switched with another tag), and it ensures that the tag cannot be ripped off with the heavy handling of

your item. If a safety pin is not possible, then clear packing tape should be placed over the top portion of tag. **DO NOT PLACE TAPE OR PINS BELOW THE DOTTED LINE ON THE TAG!** **TAGGING GUNS** may be used; however a few guidelines must be followed. Tags should be affixed to clothing at the seam under the left sleeve or at a seam on the left side of the pants (if you are looking at the item, it will be the sleeve on your right). You **MUST** double tag your items to prevent them from being easily broken off; simply click your tagging gun twice in the same place to get two fasteners in the same spot.

**When is the last time to enter items and print tags from My Consignment Manager?**

The last time that you can enter items and print tags will be Wednesday, February 27, at Noon.

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

