

Fort Liberty Area Gifts Standard Operating Procedure

Updated: June 1, 2023

- I. **General:** Fort Liberty Area Gifts (hereinafter referred to as “the FLAG”) is non-profit gift shop that operates under the purview of the Fort Liberty Spouses Club (hereinafter referred to as “FLSC”). It was established to sell handcrafted and retail items to the general public to generate income for charitable purposes, as determined by the FLSC Board.

- II. **Authority:** The FLAG operates under the provisions set forth in the FLSC Constitution and Bylaws, in accordance with DOD Instruction 1000.15, Private Organizations of Department of Defense Installations, AR 210-22, Private Organizations of Department of the Army Installations and any pertinent local regulations and these Standard Operating Procedures (hereafter referred to as “the SOP”). The SOP is intended to govern the operation of the FLAG. Changes to the SOP will first be approved by the FLAG Committee and then presented to the FLSC Board for final review.

- III. **Purpose:** The FLAG will support the FLSC philanthropic mission by:
 - A. Generating income through the sale of handcrafted and retail items in order to contribute to the FLSC Scholarship and Welfare Fund. The FLSC Scholarship and Welfare Fund supports worthwhile, charitable, and welfare projects in support of the community.
 - B. Providing active duty and retired military personnel, military family members, and local civilians with an outlet for the consignment of handcrafted items. Consignment of goods at the FLAG shall be open to all persons regardless of race, color, age, religion, disability, national origin, or gender.

IV. Fort Liberty Area Gifts Committee

- A. The FLAG Committee (hereinafter referred to as “the Committee”) operates in accordance with all governing documents pertaining to the FLAG.
- B. The FLSC President shall appoint the FLAG Chairperson.
- C. The Chairperson shall appoint the Committee positions each FLSC Board year. Committee positions may be created and removed at the discretion of the Chairperson.
- D. The Committee is comprised of the following positions:
 1. Chairperson
 2. Treasurer
 3. Merchandise Lead
 4. Publicity
 5. Volunteer Coordinator
 6. Store Décor

7. Events Lead
 8. Shipping Coordinator
 9. FLSC Representatives: FLSC President, FLSC 1st Vice President and FLSC Honorary President(s) and/or a FLAG Advisor who may be appointed as outlined in Section E below.
- E. If for any reason the Honorary President declines the Committee position, he/she may appoint a FLAG Advisor instead. If the Honorary President declines the position without appointing a FLAG Advisor, it will be at the discretion of the Committee to appoint a FLAG Advisor.
- F. The voting members of the Committee are the Chairperson, Treasurer, Merchandise Lead, Publicity, Volunteer Coordinator, Store Décor, Events Lead, Shipping Coordinator, and the FLSC 1st Vice President.
- G. At least four voting members of the Committee are required to constitute a quorum and a simple majority will decide the vote. If there is a tie vote, then the FLSC President will break the tie. The FLSC Honorary President(s)/FLAG Advisor do not vote.
- H. The Committee shall:
1. Meet monthly.
 2. Volunteer approximately 2-4 hours per week during FLAG business hours and any additional hours as needed to fulfill their volunteer job description.
 3. Discuss and decide any issues pertaining to the FLAG.
 4. Represent the needs of the FLSC Board/consignors/customers/retailers.
 5. Review the Treasurer's report monthly and ensure unallocated funds above the established threshold are donated to the FLSC Scholarship and Welfare Fund annually in March as required by this SOP and the FLSC Constitution and Bylaws. Additional donations may occur throughout the year at the recommendation of the FLAG Treasurer with the approval of the Committee.
 6. Recommend changes to this SOP during an FLSC document review year. These changes shall be submitted to the FLSC Parliamentarian.
- I. At least one member of the Committee shall be at the FLAG during regular business hours. The FLSC Board and general members are encouraged to volunteer at the FLAG always with a FLAG keyholder present.
- J. The FLAG shall participate as a vendor at FLSC functions including but not limited to monthly luncheons and other events as determined by the Committee.

V. Committee Job Descriptions

- A. The Chairperson shall:
1. Ensure the policies of the FLAG are created and updated with the consent of the FLSC Board and in accordance with DOD Instruction 1000.15, Private Organizations of Department of Defense Installations, AR 210-22, Private Organizations of Department of the Army Installations and any pertinent local regulations.
 2. Lead monthly FLAG Committee meetings.
 3. Record and distribute minutes of the monthly FLAG Committee meetings and provide the minutes to the FLSC Executive Board to submit to MWR.

4. Update the consignor contracts and the SOP in April every two years or as needed to be reviewed in accordance with the FLSC Constitution and Bylaws. At least two members of the Committee should assist.
5. Ensure that the FLAG follows the constitutional guidelines of the FLSC.
6. Ensure that the Treasurer prepares the FLAG budget by August for approval by the Committee. The Chairperson will submit the budget to the FLSC Board by the September FLSC Board meeting. In the absence of a Treasurer, the Chairperson shall assume those duties as outlined in section IV.B of this SOP.
7. Attend all FLSC Board and general membership meetings and FLSC functions including but not limited to luncheons and special events.
8. Coordinate the operation of the FLAG and report to the FLSC Board by providing the FLSC Board with monthly financials and reports.
9. Provide guidance and counsel to FLAG Committee members and volunteers.
10. Resolve issues and complaints, as required, relating to the operation of the FLAG.
11. Coordinate with the Events Lead concerning FLAG participation in FLSC functions, including but not limited to, monthly luncheons and other events as determined by the Committee. Assist in selecting items, transporting items, setting up and manning a FLAG table as well as returning the items back to the FLAG after the event.
12. Exercise control over the day-to-day operations of the FLAG:
 - a. Be trained in the daily operations of the FLAG.
 - b. Ensure each Committee member is performing their duties as outlined in the FLAG SOP.
 - c. Train FLAG volunteers and ensure compliance with store policies and procedures including but not limited to those outlined in this SOP.
 - d. Ensure the cleanliness, neatness and appeal of the store.
 - e. Provide oversight of the FLAG building, grounds and property inside the building. Coordinate with staff for repair and maintenance of building through the DPW work order process.
 - f. Maintain overall responsibility for key control of the FLAG. Maintain a roster at the FLAG of authorized key holders.
 - g. Ensure someone from the Committee reconciles the daily sales report with actual cash/checks on hand and credit card transactions.
 - h. Ensure signs are posted and phone messages are changed when the store is closed for holidays or events.
13. Manage FLAG consignors.
 - a. Maintain consignor relationships with the FLAG.
 - b. Keep a spreadsheet and binder with all consignor contact info and paperwork.
 - c. Communicate with the consignors regularly.
 - d. Set up new consignor accounts. Ensure consignors sign contracts, W9 and pay annual store fee.
 - e. Update the consignor contracts in December for the upcoming year.
 - f. With the assistance of the Committee select consignor handcrafted items.
 - g. Coordinate with and oversee long distance consignors.

- h. Contact consignors as needed.
 - i. Provide consignors with quarterly sales reports with their quarterly checks. Checks should be mailed as follows:
 - January – March: mail by April 15th
 - April – June: mail by July 15th
 - July – September: mail by October 15th
 - October – December: mail by January 15th
 - j. Pull expired items and return them to consignors.
 - k. Prepare and update the consignor payment report quarterly. Provide a copy to the FLAG Treasurer each quarter. The Treasurer should include the consignor payment report to the accountant for our annual taxes.
14. Managing Inventory
- a. Work with the Merchandise Lead to maintain an accurate inventory of merchandise products, both wholesale and consigned.
 - b. Enter new items into the point-of-sale computer system.
 - c. Handle all special orders. Assist volunteers with special orders when necessary.
 - d. Contact customers when their special orders are ready for pick up.
 - e. Monitor the FLAG online orders.
 - f. Coordinate with FLAG Committee members regarding online orders for pick-up in store, as necessary.
 - g. Re-order consignor items as needed.
 - h. Pick-up and drop off items to be engraved as needed.
 - i. Organize and run the inventory count annually with the Committee.
 - j. Maintain a continuity file of all duties and responsibilities.

B. The Treasurer shall:

1. Attend monthly FLAG Committee meetings and present information on current financial status.
2. Be trained in the daily operations of the FLAG.
3. Assist with a full inventory count annually.
4. Responsible for maintaining the bank signature cards and credit card signors as needed.
5. Shall have signature authority for the checkbook along with the Chairperson. Additional Committee members may be designated with signature authority by the Chairperson.
6. Ensure that proper signature cards are signed when Committee members with signature authority change.
7. Keep the Committee informed of the financial position of the FLAG.
8. Prepare an annual budget in August for the Committee's review and approval and submit the budget to the FLSC Board prior to the September FLSC Board meeting.
9. Prepare monthly financial statements including balance sheets, profit and loss statements and year-to-date comparisons for the Committee.
10. Submit monthly financials to the Committee and for the Chairperson to submit to the FLSC Board.

11. Keep an ongoing estimate of quarterly consignor and tax payments based on monthly sales to ensure the FLAG maintains enough funds in the account to pay these expenses.
12. Review the FLAG's financials to determine if there are unallocated funds exceeding \$3000. When excess funds are present in the account the Treasurer will inform the Committee and will, with consent of the Committee, proceed with a donation to the FLSC Scholarship and Welfare Fund. Donations are expected to occur annually in March and may occur more frequently at the discretion of the Chairperson, the Treasurer, and the Committee. Anticipated operating costs (including but not limited to unpaid purchase orders, consigner payments, and taxes) are estimated expenses and are therefore counted as allocated funds.
13. Print accounts payable report, consignor checks and individual statements for consignors detailing their sales for the quarter.
14. Ensure that consignors are paid quarterly.
15. Reconcile monthly bank statements to the FLAG financial records by the 5th of each month.
16. Pay quarterly taxes. File appropriate paperwork for taxes with the FLSC accountant.
17. Prepare 1099s for consignors with guidance from the Chairperson.
18. Ensure that the FLAG financial statements are turned in for audit as directed by the FLSC Board.
19. Ensure all transactions are updated monthly in the appropriate years excel spreadsheet or google sheets.
20. Confirm availability of funds and write checks as needed. All checks for over \$1,500 must contain two (2) signatures. All expenditures over \$3,000 require prior Committee approval.
21. Financial loss and/or deficit shall be brought to the immediate attention of the Committee and the FLSC Executive Board.
22. Include the consignor payment report (provided by the Chairperson) to the accountant for our annual taxes.
23. Make deposits of cash and checks in excess of \$250 as required and maintain \$100 in the cash register. Get change for the register when needed.
24. Maintain a continuity file of all duties and responsibilities.

C. The Merchandise Lead shall:

1. Attend monthly FLAG Committee meetings.
2. Be trained in the daily operations of the FLAG.
3. Count inventory annually with the FLAG Chairperson and the Committee.
4. Order wholesale products for the FLAG. Work with the Chairperson to verify items and quantities needed.
5. Work with the Treasurer and/or any cardholder when credit card purchases are necessary, especially in the case of ordering online merchandise for the FLAG.
6. Maintain current inventory and enter new items into the point-of-sale system with the help of the FLAG Chairperson.
7. Take photos and weigh all new items and enter data into the online store.

8. Adjust sale prices and categories for items as needed.
9. Monitor the online FLAG store for accuracy.
10. Maintain a continuity file of all duties and responsibilities.

D. Publicity shall:

1. Attend monthly FLAG Committee meetings.
2. Be trained in the daily operations of the FLAG.
3. Assist with a full inventory count annually.
4. Work with the Chairperson to ensure the FLAG monthly business hours, specials, sales, or events are advertised appropriately, including but not limited to: All American Week, holiday specials, FLSC luncheons, etc.
5. Maintain a yearly calendar of events.
6. Create flyers and display them in an attractive way.
7. Maintain all FLAG social media accounts and ensure the FLAG's information is available to the FLSC Publicity Chair.
8. Create the FLAG submission for the FLSC newsletter and submit it to the FLSC Publicity Chair by the deadline each month.
9. Answer customer messages sent to social media outlets and/or pass info off to the Chairperson or appropriate Committee member.
10. Maintain a continuity file of all duties and responsibilities.

E. The Volunteer Coordinator shall:

1. Attend monthly FLAG Committee meetings.
2. Be trained in the daily operations of the FLAG.
3. Assist with a full inventory count annually.
4. Update the FLAG volunteer roster as needed.
5. Create a monthly volunteer schedule for FLAG Committee members.
6. Create and post a monthly sign-up on the FLSC website to coordinate volunteers for the FLAG.
7. Attend the VMIS OPOC training.
8. Assist FLAG volunteers with registering and logging hours into VMIS.
9. Approve all VMIS hours monthly.
10. Assist the Chairperson with FLAG volunteer appreciation, award nominations, and internal recognition.
11. Monitor the FLSC website for requests to use the FLAG as a meeting space. This space is for FLSC Internal Clubs and non-profit use only.
12. Maintain a calendar for the FLAG meeting space. Ensure that the contract is signed, and only non-profit organizations are allowed to reserve meeting space. Coordinate with Committee members to be onsite during requested meeting time.
13. Maintain a continuity file of all duties and responsibilities.

F. Store Décor shall:

1. Attend monthly FLAG Committee meetings.
2. Be trained in the daily operations of the FLAG.
3. Assist with a full inventory count annually.
4. Keep the store neat, tidy, and nicely decorated at all times.

5. Redecorate seasonally, or as needed, with the help of the Committee.
6. Maintain a continuity file of all duties and responsibilities.

G. The Events Lead shall:

1. Attend monthly FLAG Committee meetings.
2. Be trained in the daily operations of the FLAG.
3. Assist with a full inventory count annually.
4. Coordinate with the Chairperson concerning FLAG participation in FLSC functions, including but not limited to, monthly luncheons and other events as determined by the Committee. Assist in selecting items, transporting items, setting up and manning a FLAG table as well as returning the items back to the FLAG after the event.

H. The Shipping Coordinator shall:

1. Attend monthly FLAG Committee meetings.
2. Be trained in the daily operations of the FLAG.
3. Assist with a full inventory count annually.
4. Monitor the online orders and special orders trackers for upcoming shipments.
5. Fill and mail all orders to be shipped.
6. Maintain a continuity file of all duties and responsibilities.

I. FLSC Representatives shall:

1. Attend monthly FLAG Committee meetings.
2. Serve in an advisory capacity (counsel, inform, mentor, coach).
3. Maintain a continuity file of all duties and responsibilities.

VI. **Financials**

- A. All FLAG proceeds will be used to meet expenses within the FLAG budget and to contribute to the FLSC Scholarship and Welfare Fund.
- B. Expenditures over \$3,000 shall require prior Committee approval.
- C. All checks for over \$1,500 written on the FLAG checking account shall require two (2) signatures.
- D. As outlined in Section V.B.12 of this SOP, the FLAG financials shall be reviewed by the Treasurer, the Chairperson, and the Committee to determine donations to the FLSC Scholarship and Welfare Fund, which are to occur annually in March. Additional donations may occur throughout the year at the recommendation of the Treasurer with the approval of the Committee.

VII. **Consignment Policy**

- A. The FLAG accepts quality, handcrafted items with a focus on, but not limited to, items specific to North Carolina, Fort Liberty, and local military units for consignment.
- B. All merchandise is vetted at the discretion of the Committee. The Committee may decline any item to be consigned or may remove currently consigned items at any time for any reason. In deciding consignments, the Committee will consider the following factors:

customer appeal, quality of material, workmanship, tastefulness, price, availability of display space, and duplication of existing items.

- C. Photos of consignment items with prices must be emailed to the Chairperson to be presented to the Committee for consideration.
- D. The consignor is responsible for adherence to all applicable copyright laws.
- E. The consignor will provide a detailed list of all items/prices to be consigned on the Consignment Inventory Sheet provided by the Chairperson. The Chairperson will assign each consignor a consignor number and each item a SKU for use with Square.
- F. Merchandise will be consigned for a minimum of 90 days, except for seasonal items as discussed below. At the end of the 90-day period, the FLAG retains the option to leave the items on the sales floor or return items to the consignor.
- G. Seasonal items may be held for less than 90 days at the discretion of the FLAG.
 - 1. Approximate Seasonal/Holiday Consignment Dates:

Valentine's Day:	Jan. 5 – Feb. 28	Spring: March – May
St. Patrick's Day:	Feb. 15 – March 31	Summer: June – August
Easter:	March 1 – April 15	Fall: September – November
4 th of July:	June 1 – July 15	Winter: December - February
Halloween:	Oct. 1 – Nov. 15	
Thanksgiving:	Nov. 1 – Dec. 7	
Christmas:	Dec. 1 – Jan. 15	
 - 2. Items being returned to the consignor at the end of the 90-day period may be:
 - a. picked up by the consignor within two weeks of withdrawal notice,
 - b. donated to the FLAG, or
 - c. mailed to the consignor with the consignor being responsible for return shipping fees.
 - 3. Items not picked up within two weeks of being notified to withdraw will become the property of the FLAG unless other arrangements are made with the Chairperson.
- H. Consignors may end their contract at any time for any reason by emailing the Chairperson and allowing at least two weeks to pull items and prepare final payment for items sold that quarter. Consignors should be aware that their consignor fee is nonrefundable.
- I. All items are consigned completely at the consignor's risk. The FLSC and the FLAG Committee are not collectively or individually responsible for loss by fire, flood, theft, malicious acts, acts of war, or accidental damage.
- J. The FLAG reserves the right to transport and sell consigned items at any of the FLSC events.
- K. The FLAG reserves the right to list and sell items via the FLAG online store.
- L. Consignors will carefully inspect each item prior to sending or delivering to the FLAG. All items must be clean and in excellent condition. The FLAG is not obligated to sell items that do not meet quality standards and reserves the right to refuse any items not meeting said quality standards.

- M. All items are sold as is and all sales are final. Any issues including but not limited to defects that arise after the sale are strictly between the buyer and consignor.
- N. New consignors will pay a non-refundable, prorated, consignor fee of \$2 per month from the start date of the contract through Dec. 31st of that same year.
- O. Consignor contracts are renewed annually every January if equally agreed upon by the Chairperson, the Committee, and the consigner.
- P. There is an annual, non-refundable, consignor contract renewal fee of \$25 for every calendar year, Jan. 1 – Dec. 31.
- Q. All consignors must have a signed contract and W9 on file and updated annually.
- R. Once a consignor is approved by the Committee, the Consignor Contract is signed, a W-9 is completed, and the consignor fee is paid; the consignor may:
 - 1. Mail accepted items directly to the Chairperson or Merchandise Lead.
 - 2. Drop off accepted items at the FLAG during business hours.
 - 3. Plan to meet a Committee member at an agreed upon location, if the consignor is not a DoD ID card holder and is unable to access the installation.
- S. The Chairperson will contact the consignor to request additional merchandise when inventory is low.
- T. Consignors will not send unapproved or new variations of their inventory without first consulting with the Chairperson for approval by the Committee. The FLAG has no obligation to accept or sell items that have not been approved by the Committee.
- U. The Consignor/FLAG profit split is 70% to the consignor and 30% to the FLAG and is based on total quarterly sales.
- V. Consignors are paid at the end of every quarter via electronic bank transfer. If the consignor prefers a mailed check, the consignor must provide four self-addressed stamped envelopes with the signed Consignor Contract. Local consignors may opt to pick up their check at the FLAG during normal business hours and should do so within two weeks of the date the check is issued. Checks not cashed within 90 days are forfeited by the consignor and void.
 - 1. Checks should be mailed as follows:
 - Quarter 1 (January - March): mail by April 15th
 - Quarter 2 (April - June): mail by July 15th
 - Quarter 3 (July - September): mail by October 15th
 - Quarter 4 (October - December): mail by January 15th

VIII. **Customer and Sales Policy**

- A. The FLAG will be open to the public.
- B. At the end of each business day the FLAG Committee member present will count out cash from that sales day and place with the sales report into the lockbox in the office. The Treasurer will reconcile the sales reports and cash income weekly. Any cash over \$250 will be deposited into the FLAG account ASAP.
- C. Customers will be considered financially liable for any loss or damage caused by them or their children. Decisions regarding customer liability will be sent to the Chairperson for resolution.
- D. The Chairperson will address disagreements and/or grievances with customers.

- E. All sales will be considered final, and merchandise sold as is. No refunds or exchanges of sold merchandise will be accepted unless a flaw is found after purchase, for example a snag in blanket. Signs will be posted to this effect. The only discounts available will be through FLAG coupons, advertised sales and special events.
- F. Payment may be made with cash, personal checks, CashApp, Apple Pay, credit cards or FLAG gift cards. A \$35.00 service fee will be charged for returned checks. The following information must be provided on all personal checks: home address, home/cell phone number, and unit.
- G. The FLAG will be open on Tuesdays from 10:00am-2:00pm, Wednesdays from 10:00am-2:00pm, Thursdays from 10:00am until 4:00pm and the 2nd Saturday of every month from 10:00am-2:00pm. Additionally, the hours may change for any special sale or open house or FLSC luncheon. Changes to the regular schedule will be posted in the window or the entrance door and recorded on the answering machine. Hours are subject to change based on Committee availability and at the discretion of the Chairperson.