

Thrift Stores
Policies and Procedures



THE SOCIETY OF
ST. VINCENT DE PAUL

FEED. CLOTHE. HOUSE. HEAL.

Phoenix Diocesan Council of the Society of St. Vincent de Paul
*Thrift Store Care Card, Conference/Council Furniture/Appliance
Order Forms and Remuneration Policies and Procedures*

Inspired by Gospel values, the Society of St Vincent de Paul, a Catholic lay organization, leads women and men to join together to grow spiritually by offering person-to-person service to the needy and suffering in the tradition of its founder, Blessed Frederic Ozanam, and patron, St Vincent de Paul.

The thrift stores owned and operated by the Society of St. Vincent de Paul Diocesan Council of Phoenix exist for the sole purpose of supporting the mission, values, goals and works of our Society. Our stores accept donations in the name of the Society, offer volunteer opportunities for Vincentians as well as the community-at-large, provide goods to the working poor at affordable prices, generate funds to help finance the operation of various SVdP programs and support our conferences by providing goods to those whom they serve at reduced prices. Our stores support our conferences through a variety of programs including our *Care Cards, Conference/District Order Forms (vouchers)* and Remuneration programs. The policies and procedures contained within this document define and delineate the scope, procedures and restrictions that apply to these programs.

Our *Care Card, Conference/District Order Form* and *Remuneration* programs are Vincentian initiatives administered by the Diocesan Council through our Serve Our Stores (SOS) Committee. Retail operations and store employees and volunteers are only authorized to provide the services delineated in this policy. Questions, concerns or requests for special accommodations should be addressed to the Serve Our Stores Committee Chair.

Care Cards and Conference/District Order forms (vouchers) should only be issued through standard Vincentian processes and following a home visit conducted by two Vincentians. Conferences, councils and programs serving the homeless are permitted to establish alternative procedures for visiting with special populations.

- *Care Cards- Care Cards* are gift cards printed in pre-determined amounts. These cards are sold to conferences and council at 50% of the face value of the card.
- *Conference/District Order Forms (vouchers)* are written pre-approved purchase authorizations through which conferences and/or councils may secure household, clothing and/or any item deemed necessary for the individuals and families they serve. Conferences/councils will receive a 75% discount on the price for all items except mattresses and box springs. A conference/council will pay cost on those items.

- *Remuneration Cards* - *Remuneration Cards* are stamp rewards cards that allow thrift store volunteers to earn free *Care Cards* for a conference. The redeemable rate is 24 hours of service equals a \$25 *Care Card*.

Care Cards provide conferences and councils with a quick and easy way to provide needed items such as clothing, bedding and small furniture or household items to those in need. A conference or council may also choose to use *Care Cards* for larger items. These cards offer ease of use, a minimum of administrative overhead and give those whom we serve a means to obtain the items they need in the same manner as any other customer.

1. *Care Cards* may be secured through the Diocesan Accounting Department in increments of \$15, \$25, \$50 and \$100. Requests for *Care Cards* must be submitted in writing to Sonji Newbill at SNewbill@svdp-phx-az.org and shall include number and denomination of cards being requested, name and address of the conference or council and the phone number of an authorized contact person. If you have questions, please you may contact Sonji directly at 602-261-6847.
2. Conferences will be billed for their *Care Cards* at a rate of \$.50 on the dollar. The billing rates are as follows: \$15.00 cards/conference cost \$7.50, \$25.00 cards/conference cost \$12.50, \$50.00 cards/conference cost \$25.00 and \$100.00 cards/conference cost \$50.00.
3. The value of the *Care Cards* issued by conferences and councils is the full amount listed on the face of any given card. For example, a \$25 *Care Card* will allow a client to obtain \$25.00 in goods while the conference/council pays only \$12.50.
4. A conference or council will be billed for their *Care Cards* if and only if an issued card is actually used. Following the initial use of a particular *Care Card*, the appropriate conference or council will be billed half of the face value of that particular card. Unredeemed cards will not be charged to the conference or council.
5. The issuing conference will be billed based upon 50% of the face value of the *Care Card* not upon the amount actually used by the customer/client.
6. *Care Cards* are redeemable at any SVdP Maricopa County Thrift Store. Care should be taken to remind recipients not to lose the cards and that they are good only at our Maricopa County stores.
7. Conferences and council are encouraged to manage their *Care Cards* carefully and to keep them in a secure location. They are essentially 'cash'. Each *Care*

Card has actual monetary value and needs to be accounted for by the issuing conference/council. *Care Cards* issued to clients are recorded on any and all conference reports as client aid.

8. If cards are lost or stolen, immediately call the Diocesan Accounting Department to verify their non-use and to cancel the cards in question. If a recipient reports lost or stolen cards, the cards in question need to be canceled before new cards are issued.
9. The Accounting Department will issue a quarterly report of the *Care Card* activity on all conferences and/or councils with outstanding *Care Cards*. This report will include the identification numbers of the *Care Cards* still outstanding that have been issued to the conference/council, purchase activity and *Care Card* expiration dates. Electronic reports will be sent to the participating conferences/councils in January, April, July and October of each year.
10. Conferences/councils are encouraged to place an adhesive label on the face of each *Care Card* indicating that the client should redeem the card within 60 days. A sample label template is included in this packet. This template provides space for the Vincentians providing the card to write the date the card was given to that particular client.
11. In order to maintain the cost of the *Care Card* program, it is recommended that conferences/councils order only the amount of *Care Cards* that they feel will be needed to cover a six-month period of time. *Care Card* orders can be placed as often as a conference/council would like (monthly, bi-monthly, weekly, etc.).

Conference/District Order forms (vouchers) give conference and councils the option of using an alternative form of authorization for large transactions in the store deemed necessary to help serve the client. *Care Cards* should be designated for smaller transactions but can be used on purchase in order to serve the client.

1. *Conference/District Order forms (vouchers)* may be redeemed at any Phoenix area thrift store. Order forms may not be transferred or sold.
2. Unlike *Care Cards*, *Conference/District Order Forms* have no set monetary value, however, if lost or stolen they pose potential financial liability for the conference/council. *Order Forms* should be kept in a secure location and the conference/council treasurer or designee should maintain records of issued order forms as well as order forms on-hand. *Order Forms* that are lost, stolen or suspected of being misused should be reported to Vincentian Support immediately. Once the notification is received, the Serve Our Stores Committee will issue an alert on the *Order Forms* in question to all area thrift stores. Failure to report such *Order Forms* may result in charges to a conference/council.
3. *Conference/District Order Forms* may be obtained through written request to the Diocesan Vincentian Support Services. Only original duplicate copy numbered order forms will be accepted. Under no circumstances, may a conference or council run copies of the existing order form or create their own form.
4. *Conference/District Order Forms* are billed to conferences/councils. Items will be rung up at the thrift store at full retail price and a 75% discount adjustment will be made for all items except for mattresses and box springs which will be charged at cost for these items.
5. *Conference/District Order Forms* will be accepted only if all lines are completed, are legible, the required information has been provided and the appropriate copies are presented. Please note that each order form requires the initials of two active Vincentians from the issuing conference or council. Empty item lines should be crossed out so that recipients may not add items.
6. Items authorized for on an *Order Form* must be individually listed. For example an order form might indicate that a particular family can select a table, four chairs and a refrigerator. The four chairs may be written on a single line with the table and refrigerator listed on separate lines.
7. Store managers and employees should carefully monitor the items selected by the order form recipient to ensure that only items listed on the *Order Form* are given out with a given out. Substitutions are not allowed. Items excluded from discounts may not be purchased with an *Order Form*.
8. Conferences/councils need to ensure that the recipient cannot easily modify the authorization amount or items listed. Please consult the sample *Order Form* included in this packet.

9. *Order Forms* are good for sixty (60) days from issuance. If a client is unable to redeem their order form within that time frame, a new *Order Form* must be issued.

The *Remuneration Program* is a program that offers incentives and benefits to conferences/councils that promote volunteerism at our SVdP Maricopa County thrift stores. This program allows volunteers to convert their time into a free *Care Card* that will be issued to a conference/council of their choice.

1. A store volunteer may register for the *Remuneration Program* at any SVdP Maricopa County thrift store. This program is open to all volunteers and participation is not limited to Vincentians. Paid store or retail operations employees may not participate in the program.
2. Each thrift store will have a *Remuneration Program* flier posted in a prominent place in the volunteer work area. Copies of fliers will be provided to store managers. The fliers will tell volunteers to ask the store manager about this program.
3. Once a volunteer requests to be enrolled in the program, their name will be placed on a *Remuneration* registration log at that particular thrift store location. The date, name of the volunteer and the conference or council they wish to designate as their recipient will be entered into the log. This list serves as a registration log only and this form will not be used to record or track volunteer hours.
4. Once registered, the store supervisor will issue a tracking card to the volunteer. This card will include the name of the volunteer and the exact name of the conference/council they are representing. For example, Our Lady of Perpetual Help Scottsdale or Our Lady of Perpetual Help Glendale. Each card has twelve spaces representing two-hour time blocks.
5. Volunteers are responsible for the safe keeping of their remuneration stamp card and for tracking their volunteer hours. Replacement cards for lost or misplaced stamp cards will not be issued.
6. The store shift supervisor will stamp volunteer remuneration cards for the hours actually served as reflected on the volunteer sign in sheet. All stamps will be issued at the completion of a shift or time block. No stamps will be issued in advance of service time. Each stamp represents two hours of volunteer time.
7. When all twelve spaces have been stamped, the volunteer will present their completed card to the conference or council they represent.
8. Each time a stamp card is completed/filled a new card will be issued. There is no limit to the number of *Care Cards* that can be earned by an individual volunteer or received by a conference or council.

9. The conference/council receiving the completed/fully stamped *Remuneration Card* will send that card to the Diocesan Accounting Department for redemption. Once received the Diocesan Accounting Department will issue a \$25 *Care Card* to the represented conference/council.
10. *Remuneration Care Cards* are identical in appearance to all other *Care Cards*. These cards are issued at no cost to the conference/council and expire in twelve months from their issuance. Conferences and councils should develop a system to track these cards separately from those that are purchased. Since these *Care Cards* are essentially free to the conference/council, they should be used first. Special care should be taken to ensure that they do not expire. Expired *Remuneration Care Cards* will not be replaced. *Remuneration Care Cards* issued to clients shall be recorded on all reports as direct client aid.
11. A conference/council may twin their earned *Remuneration Care Cards* with other conferences or councils.

Instructions for *Conference/District Order forms*

1. **Order forms may be used for anything a client might need.** Care cards are still available for smaller transactions but can be used on any purchase deemed by the conference.
2. *Order forms* may be redeemed at any greater Phoenix area St. Vincent de Paul thrift stores.
3. **Order forms are normally completed by two (2) Vincentians during a home or other person-to-person visit. Order forms may also be completed in the thrift store by two (2) Vincentian with SVdP picture identification and only if the intended recipient is present.** *Order forms* not completed by two authorized Vincentians and/or forms that appear to have been altered or modified cannot be redeemed and can be confiscated by store personnel.
4. All *Order forms* must be dated and initialed by two (2) active Vincentians following a home visit or other type of direct person to person contact/visit.
5. *Order forms* must be completed in ink. Please print clearly and press hard enough to transfer your writing to the attached copies.
6. **Items for the client** on conference order forms will be 75% off retail price of donated items. Beds, box springs, metal bed frames will be 50% off retail prices.
7. List separately each item to be given and the quantity of those items both written and spelled out. (Ex. Four/4 dining room chairs) If the client needs a category like clothing and/or household goods, please estimate a reasonable amount allowed so the client may get the items they need. (Ex. Quantity 0: Clothing : Retail Price \$300. This would allow the client to purchase clothing up to \$300 at store retail but the conference would only be charged \$75.) Cross out all unused lines so the *Order forms* cannot be altered or items added.
8. **If you make a mistake, rewrite the Order form- no alterations or corrections will be accepted.**
9. Have the recipient sign the top of the *Order form*. Their signature will be verified when the form is redeemed.
10. Instruct the recipient to take the *Order form* to the cashier before shopping. A store employee or their designee will assist them with their purchase selections.
11. Instruct the recipients that they are responsible for loading and transporting the items authorized by the *Order form*. Suggest that recipients call the store(s) to check on the availability of the items listed on their form and store hours.
12. Explain to recipient that the *Order form* is good for sixty (60) days from the date of the issuance of that form.
13. After the *Order form* is completed and signed, remove the pink copy and return it to your conference/district president. This copy serves as your receipt.

14. The current example price list and non-donated bedding price list can be found at www.stvincentdepaul.net under the Vincentian Support Tab and Serve our Stores downloads.

Conference Voucher Policy Update (3-6-2019)

Instructions for *Conference/District Order forms*

1. **Order forms may be used for anything a client might need.** Care cards are still available for smaller transactions but can be used on any purchase deemed by the conference.
2. ***Order forms*** may be redeemed at any greater Phoenix area St. Vincent de Paul thrift stores.
3. **Order forms are normally completed by two (2) Vincentians during a home or other person-to-person visit. Order forms may also be completed in the thrift store by two (2) Vincentian with SVdP picture identification and only if the intended recipient is present. Order forms** not completed by two authorized Vincentians and/or forms that appear to have been altered or modified cannot be redeemed and can be confiscated by store personnel.
4. All *Order forms* must be dated and initialed by two (2) active Vincentians following a home visit or other type of direct person to person contact/visit.
5. *Order forms* must be completed in ink. Please print clearly and press hard enough to transfer your writing to the attached copies.
6. ***Items for the client*** on conference order forms will be 75% off retail price of donated items. Beds, box springs, metal bed frames will be 50% off retail prices.
7. List separately each item to be given and the quantity of those items both written and spelled out. (Ex. Four/4 dining room chairs) If the client needs a category like clothing and/or household goods, please estimate a reasonable amount allowed so the client may get the items they need. (Ex. Quantity 0: Clothing : Retail Price \$300. This would allow the client to purchase clothing up to \$300 at store retail but the conference would only be charged \$75.) Cross out all unused lines so the *Order forms* cannot be altered or items added.
8. **If you make a mistake, rewrite the Order form- no alterations or corrections will be accepted.**
9. Have the recipient sign the top of the *Order form*. Their signature will be verified when the form is redeemed.
10. Instruct the recipient to take the *Order form* to the cashier before shopping. A store employee or their designee will assist them with their purchase selections.
11. Instruct the recipients that they are responsible for loading and transporting the items authorized by the *Order form*. Suggest that recipients call the store(s) to check on the availability of the items listed on their form and store hours.
12. Explain to recipient that the *Order form* is good for sixty (60) days from the date of the issuance of that form.
13. After the *Order form* is completed and signed, remove the pink copy and return it to your conference/district president. This copy serves as your receipt.
14. The current example price list and non-donated bedding price list can be found at www.stvincentdepaul.net under the Vincentian Support Tab and Serve our Stores downloads.

Example Price List of Donated Items To SVDP

	Thrift Store Retail Price	Conference cost
Any donated item	\$ 1.00	\$ 0.25
	\$ 5.00	\$ 1.25
	\$ 10.00	\$ 2.50
	\$ 15.00	\$ 3.75
	\$ 20.00	\$ 5.00
	\$ 30.00	\$ 7.50
	\$ 40.00	\$ 10.00
	\$ 50.00	\$ 12.50
	\$ 60.00	\$ 15.00
	\$ 75.00	\$ 18.75
	\$ 100.00	\$ 25.00
	\$ 125.00	\$ 31.25
	\$ 150.00	\$ 37.50
	\$ 200.00	\$ 50.00
	\$ 225.00	\$ 56.25
	\$ 250.00	\$ 62.50
	\$ 275.00	\$ 68.75
	\$ 300.00	\$ 75.00
	\$ 325.00	\$ 81.25
	\$ 350.00	\$ 87.50
	\$ 375.00	\$ 93.75
	\$ 400.00	\$ 100.00
	\$ 425.00	\$ 106.25
	\$ 450.00	\$ 112.50
	\$ 475.00	\$ 118.75
	\$ 500.00	\$ 125.00
	\$ 525.00	\$ 131.25
	\$ 550.00	\$ 137.50
	\$ 575.00	\$ 143.75
	\$ 600.00	\$ 150.00
	\$ 625.00	\$ 156.25
	\$ 650.00	\$ 162.50
	\$ 675.00	\$ 168.75
	\$ 700.00	\$ 175.00
	\$ 725.00	\$ 181.25
	\$ 750.00	\$ 187.50
	\$ 775.00	\$ 193.75
	\$ 800.00	\$ 200.00
	\$ 825.00	\$ 206.25
	\$ 850.00	\$ 212.50
	\$ 875.00	\$ 218.75
	\$ 900.00	\$ 225.00
	\$ 925.00	\$ 231.25
	\$ 950.00	\$ 237.50
	\$ 975.00	\$ 243.75
	\$ 1,000.00	\$ 250.00

Non-donated Goods

Bed Pricing		
	Store Retail	Conference cost
Twin Box	\$ 76.00	\$ 38.00
Twin Mattress	\$ 132.00	\$ 66.00
Twin Pillow Top	\$ 200.00	\$ 100.00
Full Box	\$ 86.00	\$ 43.00
Full mattress	\$ 154.00	\$ 77.00
Full Pillow Top	\$ 210.00	\$ 105.00
Queen box	\$ 90.00	\$ 45.00
Queen mattress	\$ 180.00	\$ 90.00
Queen Pillow Top	\$ 260.00	\$ 130.00
King Box	\$ 160.00	\$ 80.00
King mattress	\$ 278.00	\$ 139.00
King Pillow Top	\$ 372.00	\$ 186.00
***** Promo Quilt Pillow Top (2 side) are available		
***** Modern Memory Foam is also available		
Metal Bed Frames		
	Store Retail	Conference cost
Twin	\$ 38.00	\$ 19.00
Full	\$ 44.00	\$ 22.00
Queen	\$ 50.00	\$ 25.00
King	\$ 60.00	\$ 30.00

Quantity	Item Description (Can be anything that the client needs)		Retail Price		Conference Price
1	Refrigerator		\$ 250.00		\$ 62.50
1	Washer		\$ 150.00		\$ 37.50
1	Sofa		\$ 150.00		\$ 37.50
1	Full Mattress		\$ 130.00		\$ 65.00
1	Full box spring		\$ 60.00		\$ 30.00
1	Full metal bed frame		\$ 44.00		\$ 22.00
		Totals	\$ 784.00	Totals	\$ 254.50

Quantity	Item Description (Can be anything that the client needs)		Retail Price		Conference Price
1	Refrigerator		\$ 250.00		\$ 62.50
1	Washer		\$ 150.00		\$ 37.50
	Clothing		\$ 150.00		\$ 37.50
1	Full Mattress		\$ 130.00		\$ 65.00
1	Full box spring		\$ 60.00		\$ 30.00
1	Full metal bed frame		\$ 44.00		\$ 22.00
		Totals	\$ 784.00	Totals	\$ 254.50

Quantity	Item Description (Can be anything that the client needs)		Retail Price		Conference Price
1	Refrigerator		\$ 400.00		\$ 100.00
1	Washer		\$ 250.00		\$ 62.50
1	Dryer		\$ 200.00		\$ 50.00
1	King mattress		\$ 203.00		\$ 101.50
1	King box spring		\$ 100.00		\$ 50.00
1	King metal frame		\$ 60.00		\$ 30.00
		Totals	\$ 1,213.00	Totals	\$ 394.00