

WELCOME

TO THE SWEET HOME GIFT STOP

The Sweet Home Gift Stop Mission:

To provide a storefront and online presence for empowering local entrepreneurs, artisans, and vendors, encourage residents and tourists to shop locally, and contribute to the positive growth of Sweet Home and its economy.

We are so thrilled to work with you!

Whether you are featuring your products and/or services online or in-store, this packet serves to provide everything you need to know for navigating and optimizing your experience through the Sweet Home Gift Stop.

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1. COMMUNICATION

- a. **Email:** sweethomegiftstop@gmail.com
- b. **Messenger:** Sweet Home Gift Stop on Facebook
- c. **Phone Number:** (458) 210-7292
- d. The following must be communicated via email **only**:
 - i. Notices of any kind, *i.e. changing, removing, or adding product, etc.*
 - ii. Official business, *i.e. requesting a masterclass collaboration, concerns about shrinkage, display requests, requesting a meeting or review, etc.*
- e. The following can be communicated via facebook messenger, SMS, or phone call:
 - i. Loose inquiries, *i.e. consultations, opinions, questions, information, check-ins, reminders, etc.*
- f. Vendors are encouraged to join the SH Gift Stop Vendors Facebook page to stay in-the-know about upcoming events, features, and collaborations, but also to participate in planning and constructive feedback....and the community!

2. ONBOARDING

- a. Vendor Code
 - i. Each Vendor is immediately assigned an unique Vendor Code. Each product SKU is based on the vendor's Vendor Code.
- b. Square ACH Deposit Setup
 - i. The Vendor will receive an email to set up Square ACH Deposits to begin receiving pay-outs. See "*Vendor Pay-Out*".
- c. Square Listings
 - i. Each product or product type will have a unique SKU and a price.

- ii. The Gift Stop will confer with the Vendor regarding their product listings and prices, then assign each listing a SKU. The SKUs will be shared with the Vendor for labeling purposes.
- iii. Sales reports are organized by SKU and product name. Consider this when organizing your listings with the Gift Stop. Here are a few different examples:

SKU	Product Name	Price
88001	Wool Socks	\$30

Recommended for Vendors who do not have a preference regarding detailed reports or may desire a simplified process for price tags.

SKU	Product Name	Price
88001	Wool Socks, size small	\$28
88002	Wool Socks size large	\$32

Recommended for Vendors who wish to provide a moderate amount of variations and/or multiple prices.

SKU	Product Name	Price
88001	Alpaca Wool Socks, size small	\$28
88002	Alpaca Wool Socks, size large	\$32
88003	Sheep Wool Socks, size small	\$28
88004	Sheep Wool Socks, size large	\$32

Recommended for Vendors who have high volume of variations and wish to track individual sales for restocking prioritization purposes.

- iv. On rare occasions, the Sweet Home Gift Stop may accommodate a *variable* price, meaning a product listing that requires the price to be entered manually at the time of purchase. This may be granted for products that are each unique. *I.e. paintings, intarisia, sculptures, etc.*
- d. Deposit

- i. A one-time deposit of \$20 is due before the products can be stocked. An invoice will be sent to the Vendor's email and the deposit can be paid online through the invoice link.
- e. First Month's Rent
 - i. The first month's rent is due by the 2nd of the month. The vendor may have the option to stock early, either free of charge or at a prorated cost. (See "*Rent*")
- f. Labeling
 - i. Vendors are encouraged to tag or label their products, *i.e. logo and business name, or business card, and/or product care instructions, etc..*
 - ii. Price Tags containing the price and SKU have specific requirements. See "*Price Tags*".
 - iii. Confirm your plan to Tag your items with the Gift Stop prior to dropping off your products.
- g. Stocking Initial Product
 - i. Vendors with **new** product must leave their items in the storage room of the Gift Stop in a cardboard or disposable box if possible, and sign the Restocking Clipboard. The Gift Stop will display the Vendor's new products.
 - ii. Restocking is a different process. See *Restocking*.
 - iii. Vendors are generally welcome to leave overflow or extra product in the storage room for rapid restocking. Stored products must also be properly tagged.
- h. Online Presence
 - i. The Gift Stop offers an online Catalog of local businesses and entrepreneurs.
 - ii. Vendors displaying product the Sweet Home Gift Stop **storefront** get a complimentary feature on the website.

- iii. Please email the Gift Stop a photo of your business logo (if applicable, or a photo of choice), photos of your products, and a short description of your business/what you do.
- iv. For products or services not related to the scope in which you provide through the storefront, please fill out a “Add Products/Services” form to request additional details or profiles to be displayed on the website. *See Website Catalog for more details.*

3. RESTOCKING

- a. Vendors restocking **currently** displayed products can restock directly to the Gift Stop shelves. Overflow or extra products can be kept in the storage room for rapid restocking.
- b. Variations of designs, colors, and styles are welcome within each Product SKU and associated price reflected in Square. *See “Onboarding: Square Listings”.*
- c. Each product must be properly tagged. *See Price Tags.*
- d. Each visiting Vendor must sign the Restocking Clipboard, located in the storage room, describing what activities they performed, *i.e. restocked shelf, extra in storage room, fixed label, replaced stock with new design, etc.*

4. DISPLAY

- a. The Sweet Home Gift Stop reserves the right to make final decisions regarding the organization and display of the Vendor’s products. The goal is to appear consistently stocked and plentiful in an organized and beautiful fashion, reorganizing regularly to stay fresh for returning customers.
- b. Decoration is not permitted. Everything in the Gift Stop must be for sale.

- c. Business cards are recommended, with a proper business card holder. For Vendors with a variety of products throughout the store, multiple business cards may be requested.
- d. Vendors may request to bring in risers, organizers, displays, etc. The Gift Stop encourages maximizing space in an organized fashion.

5. ADDING PRODUCT

- a. Vendors who wish to display new products must fill out an “Add Product” form (physical copies are located in the storage room, or Vendors can find the form online at sweethomegiftstop.com or the SH Gift Stop Vendors facebook page.
- b. Email the document, or photos of the document (if the Vendor has limited access or savvy with technology) to sweethomegiftstop@gmail.com and include photos of the new products.
- c. The Gift Stop will either decline or accept the addition of the new products. If applicable, the Gift Stop may send the Vendor a new contract.
- d. Upon acceptance, the Vendor will be informed of the soonest they may drop off their new products. *See Onboarding* for initial stocking instructions of new products.

6. REMOVING PRODUCT

- a. Vendors may remove products from the Sweet Home Gift Stop with a 30-day notice.
- b. If applicable, the Gift Stop will send the Vendor a new Contract.

7. HOLIDAY FEATURES

- a. Vendors are encouraged to offer their products in seasonal or fashionable designs and variations.
- b. Holiday Features are pre-determined dates in which Vendors can bring in different and holiday-specific products for no added rent

cost. Holiday-specific products (or designs of current products) must be withheld until the predetermined holiday feature date.

- c. Holiday Feature products must be communicated ahead of time, at least 2 weeks in advance. Vendors must fill out an “Add Product/Service” form and select the “Holiday” checkbox for each product.

8. PRICE TAGS

- a. “Price Tags” refer to the method of which a vendor displays the **SKU and the price** on each product.
- b. Price Tags must have a black background, and white/silver font, but this can be incorporated a variety of ways; Vendors can:
 - i. Utilize the provided Gift Stop Price Tags and markers.
 - ii. Purchase their own Price Tags and markers, in accordance with the above parameters (black with white/silver font)
 - iii. Incorporate the Price Tag into their business label, in accordance with the above parameters, ensuring the background of the SKU and Price is black and the font for the SKU and Price is white/silver. **This is highly recommended.**
Example photo provided.



9. RENT

- c. Rent is due on the 2nd of each month. If the Vendor has profit from sales, the rent will automatically be deducted for convenience.

- d. If there is a remaining balance, an invoice will be sent to the email on file, and can be paid online through the invoice link.

10. SALES REPORTS

- e. The Sweet Home Gift Stop typically provides weekly Sales Reports to each vendor. Exceptions may apply within a week of Pay-Out, or in case of illness or emergency.

11. DISPUTES OR CONCERNS

- f. If the Vendor suspects an error in Sales Reports or Pay-Outs, please contact the Gift Stop immediately, via email.
- g. In cases of suspected shrinkage, like theft or breakage, please contact the Gift Stop immediately, via email.
 - i. The Gift Stop takes several measures to prevent theft, including video/audio footage, mirrors, door bells, and incentives for Volunteering. See *"Volunteering"*.
 - ii. The Gift Stop is currently researching the possibility of turning the front entrance into an Exit Only with the local Fire Department.
 - iii. The Gift Stop is not responsible for lost, stolen, or damaged goods. However, if an owner or employee is knowingly responsible for damaging a product, the Gift Stop will treat the product as though it has been purchased and pay the Vendor the due value.
 - iv. In case of suspected theft or damage, the Gift Stop will investigate the matter (including reviewing video/audio footage), and respond to the Vendor within 24 hours.

12. VOLUNTEERING

- h. Vendors may request to Volunteer at the Gift Stop.
 - i. Volunteers must request a Volunteer Interview.
 - ii. Volunteers will receive a Volunteer Packet and Training.

- iii. Volunteers must create a Login through sweethomegiftstop.com to sign up for specific dates and times to volunteer. The Volunteer packet will include information on how to sign up.
- iv. Volunteers must be 18 or older. Youth may interview to Volunteer with a parent or guardian.

13. CHANGE OR TERMINATING CONTRACT

- i. Contracts have a 12-month term, but the Vendor has a right to terminate a contract at any time, for any reason. If the Vendor wishes to change or terminate their contract, they must provide a 30-day notice via email to sweethomegiftstop.com. Rent (and any applicable late fees) still apply, but eligible rent will be prorated.
- j. In the case of requesting a change of contract, after receiving the 30-day notice, the Gift Stop will arrange an interview to discuss the details.
- k. In the case of terminating a contract, the Vendor has 7 business days to retrieve their products from the Gift Stop after the end of the 30-day notice period.
- l. The Gift Stop has the right to terminate a contract at any time, for any reason, and will send a notice via email. Vendors have 7 business days after to retrieve their items from the Gift Stop after receiving the notice, unless otherwise arranged.

14. WEBSITE CATALOG

- m. Sweet Home Gift Stop Vendors receive a complimentary listing on the website. *See Onboarding for more details.*
- n. For local artisans and businesses who do not display product in-store, they can join the online Sweet Home Gift Stop catalog for \$5/month. Share this information with those in your community! They

need only to visit the website sweethomegiftstop.com and click “Join Us” to inquire.

15. ADVICE AND COMMUNITY

- o. The Sweet Home Gift Stop provides opportunities for Vendors to meet together to network, and the Gift Stop can serve as a sounding board for brainstorming ideas regarding products, labels, display, advertisement, signage, events, masterclasses, etc.

We are in this together and the Sweet Home Gift Stop is here to serve you!

As always, if you have any questions, please feel free to contact Edie or Christopher at the Gift Stop. See “1. Communication” for contact information.