

the maker *and* merchant



VENDOR PACKET

A New Way to Shop Local



WHO WE ARE

The Maker and Merchant is a gift and clothing boutique that is home to a collection of local businesses, makers and entrepreneurs. We work hard to curate a mix of businesses and products that support the small business community and connect customers to new brands. The Vendor Packet outlines store operations and rules for existing and interested vendors.

STORE OPERATIONS

VENDOR CONTRACT TERM

Vendor contracts are twelve-month terms from January-December with the option to roll over in twelve-month increments. A minimum of 30 days' notice is required if leaving the store at the end of the twelve-month period. If a vendor vacates the premises prior to the end of the term, the monthly space fee will continue to be owed until the end of the contract term.

REQUIRED PAPERWORK

A signed vendor contract, Form W-9 and the first month's space fee are due prior to moving into the store. Direct deposit information will be entered by the vendor into the vendor portal and must be added prior to the first payout date.

FORM 1099

We track vendor payments for 1099 reporting purposes. Those vendors who meet the threshold will be issued a Form 1099 at the end of the year according to the Form W-9 submitted prior to joining the store. 1099s will be mailed to vendors and can be sent electronically upon request.

VENDOR SPACE FEES

Vendor space fees are paid in advance for the month ahead. The space fee for the upcoming month will be automatically deducted from the sales paid to the vendor for the previous month.

Should the sales not cover the space fee, an invoice will be provided to the vendor with space fee amount due. Outstanding space fees should be paid within 5 days. If the balance owed is not paid within 5 business days, the vendor may be asked to vacate the store.

CREDIT CARD FEES

Vendors are responsible for the credit card fees associated with their items only. These fees are deducted from monthly sales paid. As of January 1, 2023, the credit card processing fee is 2.28%.

OTHER FEES

A buyer's fee is added to each item and paid by the customer at the time of sale. As of January 1, 2023, the buyer's fee is \$0.50 per item. The fee is added to the price of the barcode label. The consignment split is factored on the vendor's original price.

As of January 1, 2024, there will be a \$5 software and printing fee per vendor, per month. This fee goes toward supplying labels for the store and covering recent software upgrades.

SALES TAX

Sales tax is calculated through our point-of-sale system. The Maker and Merchant handles collecting, holding, filing, and reporting sales tax with all necessary entities.

COMMISSION & PAYOUT

Vendor sales owed are processed the first business day of the month for the previous month via direct deposit. It takes approximately 5-7 business days for the funds to be transferred. The Maker and Merchant deducts 15% commission, applicable fees and the upcoming month's space fee from the monthly sales paid.

A minimum balance of \$5.00 after all fees are deducted is required to process a payout. Vendors who do not meet the minimum will roll over the balance into the next month's payout. Vendors are responsible for any fees associated with the direct deposit transfer. As of January 1, 2023, the direct deposit transfer fee is \$2.50. Direct deposit is required for all vendors.

VENDOR SALES, INVENTORY & TAGGING

We use Simple Consign as our point of sale and vendors have access to their inventory and sales via Consignor Access. Vendors are provided individual access credentials to Consignor Access. A full overview of the point of sale, inventory entry and tagging can be found in the next section.

All items must be added to Consignor Access following the instructions outlined in the next section.

All items must be labeled with barcode labels generated from the point of sale following the instructions outlined in the next section. Vendors may choose to have their labels printed in the store or print themselves at home. Labels may be affixed to your branded tag or applied directly to your item.

HOURS OF OPERATION

The Maker and Merchant stores generally operate Monday through Saturday 10am-7pm and Sunday 12pm-6pm. Hours vary slightly by location and season and may change from time to time.

STAFFING

The Maker and Merchant is staffed during operating hours by a dedicated store team. Vendors do not staff their own sections.

FIXTURES & MERCHANDISING

We provide all tables, hanging systems, shelves, and retail wall fixtures to create a cohesive store. Vendors are responsible for fully merchandising their space with robust inventory. It is the vendor's responsibility to provide props, small fixtures and displays to merchandise their space such as jewelry stands, crates, bowls, baskets, etc. Merchandising rules and guidelines are listed below:

- Any large furniture pieces or display items that cannot be fully contained in your space such as extra tables, benches or free-standing shelving units must be approved in advance.
- The store provides mannequins throughout the store. Vendors wanting to bring in their own mannequins must receive approval in advance.

- Spaces may not be painted. Items may not be nailed into or adhered to the walls or tables.
- Table runners are allowed but tablecloths or other full table coverings are not permitted.

SIGNAGE

Vendors are provided a 4x6 sign with their business name and location. Large signs used to distinguish vendor spaces are not allowed. If you have additional small signage that describes your business, mission or history, let us know and it will be evaluated and approved on a case-by-case basis. Business cards are permitted but must be contained in the appropriate display or stand within your section.

HANGERS

All hangers must be black and provided by the vendor. When items are sold, hangers will be stored in the stockroom to reuse when restocking. Vendors are on the honor system to only use their own hangers when restocking. If they wish to do so, vendors may mark their hangers with collar tags or other subtle markings so they are easily identified.

STOCKROOM & STORAGE

There is a stockroom area where vendors can store extra inventory. All items in the stockroom must be tagged. Using the stockroom area is encouraged so staff can pull product to the floor as needed.

RESTOCKING

Vendors should keep up with how their inventory is selling and restock items regularly. Store staff will also alert vendors when restocking is needed. Vendors can restock anytime during store hours. We cannot accommodate access to the store before or after store hours.

SALES & DISCOUNTS

Sales and discounts are at the discretion of the vendor. If a vendor would like to hold a sale, they should communicate the details to the store directly. Section wide sales can be added to the point of sale for automatic discounting. If only select items are on sale, the vendor will need to mark their tags accordingly so the discount can be applied to that item at checkout. BOGO sales or stacked discounts cannot be accommodated. Small sale signage is provided by the store and may be brought in by the vendor at the discretion of the store.

GIFT CARDS

We have The Maker and Merchant gift cards available for shoppers to purchase that can be used on any items in the store. We cannot accept gift cards from individual vendors.

RETURNS

All sales are final and returns or exchanges will not be accepted. Our return policy is displayed in signage at the register and printed on receipts.

SECURITY CAMERAS

All stores have visible security cameras used to monitor store activity and deter theft.

SHIPPING

After the initial set up, vendors may ship products to the store. All items must be tagged prior to shipping. It is your responsibility to communicate with the store when packages are arriving. We are not responsible for any damages, lost packages or costs associated with shipping items. Any merchandise that is sent to the store without appropriate tags will be returned to the sender.

POINT OF SALE / VENDOR PORTAL / BARCODE LABELS

POINT OF SALE & VENDOR PORTAL

We use Simple Consign as our point of sale. This is a software designed for vendor-based stores. It offers a vendor portal called Consignor Access which provides vendors access to view their balance, items sold, payouts and more. An email invite to access Consignor Access will be sent to you. If you are a vendor in multiple of our store locations, you will be able to switch between locations in your account.

Consignor Access Features

1. View items sold
2. View balance from items sold
3. View adjustments to account such as fees, rent and payments
4. Add or withdraw inventory and track items sold
5. Secure Simple ACH feature for direct deposit

How to Login into Consignor Access

All vendors are provided with a Consignor ID in their contract.

You will receive an email invite to set up your Consignor Access account. One email will prompt you to verify your email address then a separate email will allow you to set your password. From there, you will be able to login into your account.

After the initial set up, visit the link below to login. If you are a vendor in multiple stores, you can choose between any locations and will be able to switch between while logged in.

Asheboro: www.themakerandmerchantasheboro.consignoraccess.com

Auburn: www.themakerandmerchantauburn.consignoraccess.com

Concord: www.themakerandmerchantconcord.consignoraccess.com

LaGrange: www.themakerandmerchantlagrange.consignoraccess.com

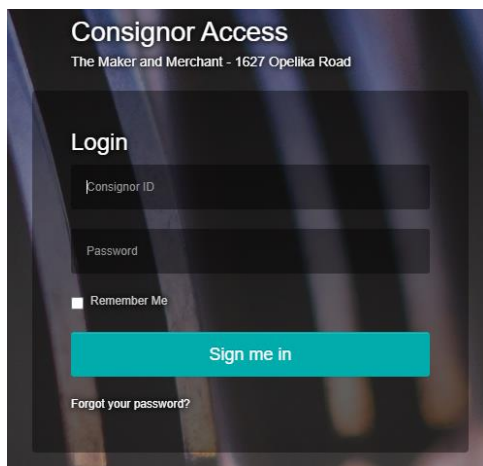
Tampa: www.themakerandmerchanttampa.consignoraccess.com

Once you are on the login dashboard you will need the following information to log in to your account.

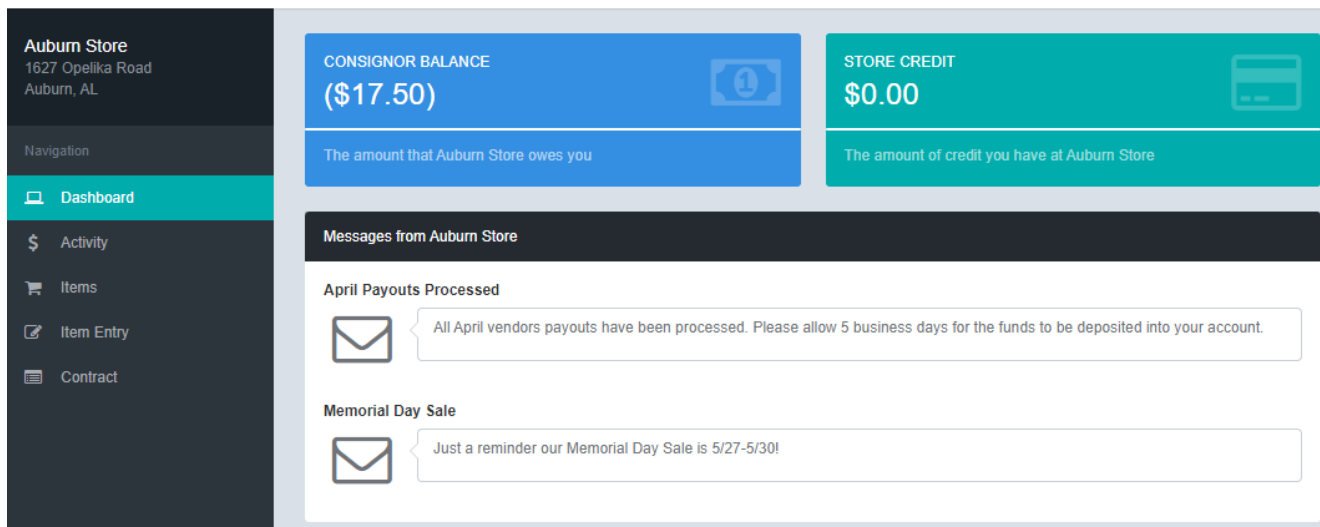
Consignor ID – This number will be provided in your contract

Password – Your set password

Login Page



Navigating Consignor Access



Simple ACH Set Up: Simple ACH is how vendor payouts are processed each month and must be set up by the vendor in Consignor Access. There will be a “Simple ACH” button on the left-hand side of the dashboard for you to set up your account. It will prompt you to verify your email and set up your direct deposit information. Your Simple ACH account must be set up prior to the first payout date.

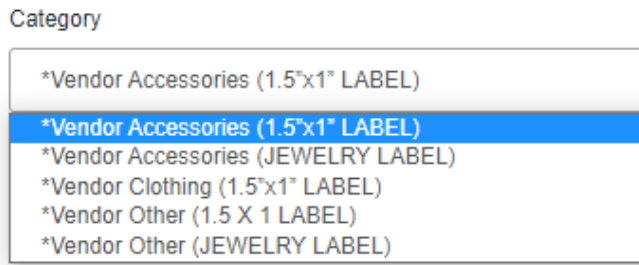
Dashboard: View consignor balance and any posted messages

Activity: View items sold and adjustments to your account such as deducted rent or payouts

Items: View list of inventory items you have added. If you remove items from the store, this is where you will withdraw inventory.

Item Entry: Add and submit your items. All vendor inventory must be entered into Consignor Access. You need to enter item name, quantity, price and select a category for the item. How inventory is categorized is up to each vendor. If you are tracking items by a SKU, you can enter it in the UPC or Extra Information fields. You can provide as much or as little detail as preferred. **Items must be submitted using the submit button in the top right corner after they are added to sync with the point of sale.**

Category Selection: The category selected determines the size label for in store printing. Please be sure you are selecting the appropriate size label to best fit the item. Category options include accessories, clothing or other and there is a label size tied to each. Even if you plan to print your labels from home, please select the appropriate category!



For clothing, there are additional fields allowing you to enter a brand name, color, size and family group. You can save and copy items which duplicates the item and allows you to edit any fields. This would be helpful when it comes to inputting clothing in different sizes or colors.

Item Expire Dates: All items have a 90-day expire date which is automatically applied when the item is entered. This allows you and us to see how long inventory has been in on the sales floor. You are not able to adjust the expire dates in your portal, however, we can do so for you if needed. For example, if you entered inventory prior to placing it on the floor the date can be adjusted when it is brought in.

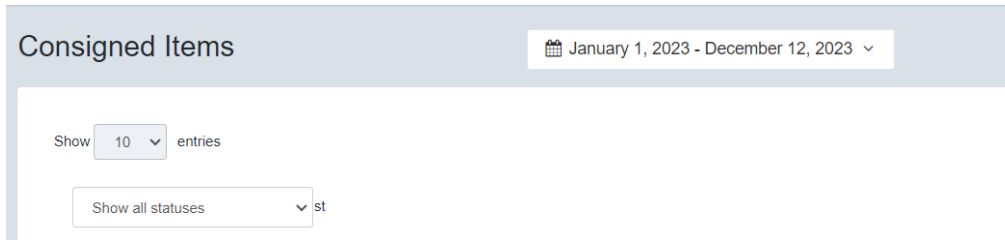
Items that have "Expired" in the system can be rung up and sold like other items. The customer does not see the item is "Expired".

To keep the store fresh and seasonal, items should not remain on the sales floor for longer than 90 days. Any item that has been in the store longer than that time may be pulled from the sales floor and placed in the stockroom for pickup. There may be exceptions based on product category sold.

Updating Item Quantities: If you continuously restock the same items, you can either create a new item in your portal each time or you can adjust the quantity for a previous item. If you adjust the quantity of an item, the expire date will not change. When you bring in your restock, let us know and we can update the expire date. Our recommendation for creating new items or adjusting the quantity depends on the type of product you sell. We are happy to discuss with you!

Accurate Inventory: It is the vendor's responsibility to maintain accurate inventory. If an item has an inventory of "0" but is still on the sales floor the barcode will NOT scan at checkout.

Sorting Inventory: On the items screen, use the drop downs to sort by status and dates



Withdrawing Inventory: Inventory can be withdrawn or deleted from Consignor Access only if it has a quantity more than zero. In your items list scroll over to the far right side of the screen and you will see the red withdraw button. You cannot withdraw inventory that has a quantity of zero because there is nothing to withdraw. You can however filter Items by “Not Sold” to only see those with a quantity greater than zero.

*View Full Inventory List Show all statuses

Copy CSV Excel PDF

Item	SKU	UPCs	Quantity	Status	Expire Date	Date Created	Retail Price	Do Not Discount	
Hair Clip ("Vendor Accessories (1.5"x1" LABEL))	F7J349		6	EXPIRED	12/26/2022	6/29/2022, 2:19 PM	\$12.00		Withdraw
Headband ("Vendor Accessories (1.5"x1" LABEL))	W8C37W		3	EXPIRED	12/29/2022	7/2/2022, 2:45 PM	\$16.00		Withdraw
Headband ("Vendor Accessories (1.5"x1" LABEL))	N9EKJE		16	EXPIRED	12/26/2022	6/29/2022, 2:19 PM	\$16.00		Withdraw
HSQF66	8FNNV3		0	SOLD	1/7/2023	7/11/2022, 1:05 PM	\$3.50		

Adding Inventory to Multiple Locations: If you are a vendor in multiple Maker and Merchant locations, you have the option to upload inventory across stores. Select “Inventory Batch Entry” from the left sidebar. You will only see this option if you are in more than one Maker and Merchant location.

To add a new item to multiple locations, select “Add Item” in the top right-hand corner. Enter the item name and category and select “Create”. This adds the item to your inventory batch. You can then use the drop down to add quantities and pricing for all your available locations.

You can also search for existing inventory to add inventory already created to a new location. Search for the item in the search bar, then select “Add to Batch”. This adds the item to your inventory batch. You can then use the drop down to add or adjust quantities and pricing for all your available locations.

The items will automatically be saved in your batch until you are ready to add them to inventory. When ready, select “Complete Batch” and those items will be added to the inventory at each store accordingly.

TAGGING AND BARCODES

All items in the store must be tagged with barcode labels generated from the point of sale. Vendors may choose to have their labels printed in the store or print themselves at home. At any time, you may use either option. Instructions for both are outlined below. Those vendors shipping to locations MUST ship their items tagged.

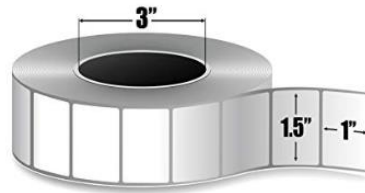
TAGGING AND BARCODES: STORE PICKUP

The store supplies barcode labels for instore printing to any vendor. There is a thermal label printer in each store. Labels can be picked up in advance and tagged prior to bringing into the store or you can print and tag as you restock items. All stores have access to print labels for any vendor in any location.

In stores we offer two different label sizes - 1.5" x 1" rectangle label and a 2.25" x .50" butterfly jewelry label. You can select which label you need for each item when inputting your inventory. Barcode labels can be applied directly to your product or can be adhered to your own branded tags.



Butterfly Jewelry Label



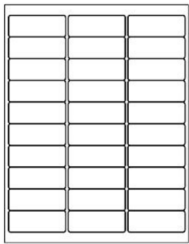
Rectangle Label

TAGGING AND BARCODES: AT HOME

Vendors now have the option to print their barcode labels on Avery labels using any at home printer. To do so, navigate to the Items screen within Consignor Access and select the items to print by checking the box to the left of the item. Once all desired items are selected click the "Print Labels" button. This will open the following screen allowing for a choice in layout, starting label and quantity options.

Avery Label Sheet Type x

Select the type of label sheet you will be printing



START PRINTING AT LABEL

Print Total Quantity

Screenshot of Desktop Printing Options

Be sure to select the settings outlined below before clicking the "Print" button.

Sheet Style: The Sheet Style dropdown will allow you to choose whichever layout best suits your needs. Currently Avery labels 30 per page size 1" x 2-5/8" are compatible for printing. Additional label templates are being added and vendors will be alerted when new templates are available. If there is a label template that you would like to see added, please let us know.

Start Printing At: The number entered represents where on the sheet the label will start. 1 means it will start on the first label whereas in the Avery labels 30 per page, a 4 would start on the second row. This allows partial sheets to be re-used so labels are not wasted.

Print Total Quantity: This allows you to print multiple labels for one SKU if there are multiple on hand. Otherwise, one label per SKU will default print.

When all selections have been made, select the “Print” button in the bottom right and a new tab will open with a generated PDF to print.

All vendors can print their own labels using any at home printer. Should you wish to invest in your own thermal printer like those we have in the store for printing at home, please contact us.

STORE RULES

- We are a family friendly store that appeals to customers of all ages. Any vendor merchandise that is deemed inappropriate by store staff and/or the ownership team for any reason will be removed from the sales floor at their sole discretion.
- Vendors should keep their merchandise seasonal. We will remove out of season merchandise from the sales floor as needed to maintain a seasonally appropriate look and feel.
- Items should not remain on the sales floor for longer than 90 days. Any item that has been in the store longer than that time may be pulled from the sales floor and placed in the stockroom for pickup. There may be exceptions based on product category sold.
- We do not allow items to be thrifted or resold from other stores. Items purchased should be done so through reputable wholesale channels.
- A change in the nature of the vendor’s business or the type of items made or sold as listed in the vendor’s contract must be approved. An additional application and pictures may be required.
- Vendors are encouraged to restock and remerchandise their sections often. We will remerchandise and relocate vendor spaces from time to time to keep the store fresh.
- If a vendor does not have enough merchandise to fill their section, we will fill the section with items until the vendor is able to restock. A vendor who continually fails to restock or neglects their section may be moved to a smaller section or asked to leave the store.
- All items must contain the appropriate barcode label generated by the store’s point of sale. Items without barcode labels will be pulled from the sales floor.

- Any large fixtures, tables, signage, extra mannequins or other large or tall display items must be approved in advance prior to bringing in the store.
- The Maker and Merchant is not responsible for items that are lost, stolen or damaged.
- Vendors are responsible for reviewing the Vendor Packet and understanding and adhering to the store operations as outlined in the packet.

CONTACT INFORMATION

A full list of shipping addresses and contact information for each store can be found on our website at www.themakerandmerchant.com/contact.

For questions for the ownership team regarding contracts, available space and store operations please contact the main office below.

Main Office

Phone: 706-728-5989

Email: info@themakerandmerchant.com