

Start up Guide

8. Administrative Steps

This section contains information to assist you in the administrative (paper work) process of starting a thrift store ministry. It begins with naming your ministry and takes you step by step through the process of becoming a legal entity, meeting all government requirements, finding and training personnel and purchasing equipment and supplies.

The check list at the end is provided for you to keep track of progress.

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Notes:

Administrative Steps

One – Name Ministry

The ministry name should be descriptive of your mission and identifiable. The words ‘Thrift Store’ attract bargain hunters and the mission part of the name will attract those who wish to donate. Try to keep it simple yet catchy, think how it will sound when answering the phone everyday.

Your new name is called a ‘Fictitious Name’, fictitious does not mean it does not exist, it means that it is not a personal name; it is a name you invented.

This name is used to conduct business with various vendors; it is needed for city and county business licenses, to open a bank account and to register with the state to collect sales tax.

Two – Accounting

It is important to keep track of all funds spent concerning the thrift store. In the beginning you may be spending funds from the church bank account allocated for thrift store use, however, work towards setting up a separate bank account for the store. Maintain clear and accurate records from the beginning.

Store records for at least five years. They are needed for future audits by the conference or the state for sales tax.

Software

Select accounting software to keep track of all expenses and income. There are several good brands of accounting software available; Jewel from the SDA Conference, Quicken, QuickBooks, Peachtree, to name a few.

If you choose to use QuickBooks you may utilize the enclosed sample file to get started. It was created in QuickBooks Pro 2000. If you are using a newer version, it will convert when you open it. This sample QuickBooks file is set up to track Sales, Expenses and Sales Tax Due.

*See “Sample QuickBooks” File

Three – Become a Legal Entity

Two ways to become a legal entity;

1. Form a Florida Corporation and apply for tax exempt status with the state and the IRS.
A site with some great information:
http://www.hurwitassociates.com/l_s_initial_fl.html
2. Form an entity using your existing Church Conference Association Corporation, with your own Fictitious Name and your own FEIN. You become a member organization of that Conference Corporation who is a member organization of a General Conference.

The quickest, simplest and most cost effective way is option two. The following information is in regard to option two:

1. Register Your Fictitious Name

It is a misdemeanor to transact business in Florida without a Fictitious Name.

Phone Info: (850) 245-6058

Apply at: <http://www.sunbiz.org>

- a. Search the Data Base to make sure no one else has registered the name you want to us.
- b. The intention to register a fictitious name must be advertised at least once in a newspaper in the county in which the principal place of business will be located. Contact your newspaper for advertising information.
- c. Go to: <http://www.sunbiz.org>
Click "[Search our Records](#)"
Click "[Inquire by Fictitious Name](#)"
Enter the Fictitious Name you would like to use. If the name does not appear, proceed to registration.

Register

Internet Registration: <http://www.sunbiz.org>

Drop Down List "E-Filing Services"

Click "Fictitious Name Registration"

Follow directions

The cost for a Fictitious name, with a certified copy, is \$90.00.

Owner Information

Address

FEI Number:

Charter Number:

2. Apply for a FEIN

Apply for a Federal Employer Identification Number (FEIN). This number is used for identification purposes.

For information or to apply:
Call the IRS at 1-800-829-4933

Or go to: <http://www.irs.gov/businesses/small/article/0,,id=98350,00.html>

Four – Tax Exempt

1. Conference Doing Business As (D/B/A) letter

Request a Doing Business As (D/B/A) letter from your Church Conference showing that you come under the church for tax exempt status. They will also give you a copy of the General Conference 501(c)(3) letter.

With this information you may apply for a Florida Consumer's Certificate of Exemption. When you make purchases you give the vendor a copy of this Certificate so you do not have to pay sales tax.

2. Apply for a Consumer's Certificate of Exemption from the State of Florida

Down load form at: <http://dor.myflorida.com/dor/forms/2003/dr5.pdf>

(If that link does not work, do a Google search for – FL Form DR-5)

When the above steps are completed, this will be your organizational structure.

General Conference 501(c)(3)

State Conference

Local Church

Thrift Store

Five – Occupational Licenses (Business Tax)

Obtain a County Occupational License – and if you are within city limits – a city license. Some cities and counties do not charge a fee for non-profits, and some do not even require a license. Check with your city and county to find out what they require. You will need the County license before you can get the city license. The fees range from zero to fifty dollars.

Six – State Sales Tax

If your store is not on church owned property, you must register to collect Florida State Sale Tax.

For information go to: www.myflorida.com/dor

You may register at: <http://www.myflorida.com/dor/eservices/apps/register/>

Or go to your local Sales Tax office – \$5.00 fee

Customers may ask, “If you are church sponsored, why do you collect sales tax? There are other church thrift stores that do not collect tax.” The answer is, “if the thrift store is on church property they do not have to collect sales tax, but when it is not on church property sales tax collection is required by the State of Florida.”

Seven – Bank Account

The funds for the store ministry should be kept separate from other church funds, just like we do for our church schools. Everything ultimately belongs to the church, but it makes it much easier to operate when the money is kept separate. Money borrowed from the church can be paid back as funds become available.

Many banks offer free business checking, if you cannot find a free one, try to stay away from “Analyzed Accounts” they usually end up costing more per month, a flat rate per month is usually better. A “free” account usually has a minimum balance requirement.

The following items are needed to open an account;
Certified Copy of Fictitious Name from the State
City license
County license
Minutes from board meeting designating those authorized to sign

Checks: Ordering checks by mail will save you money. If time is an issue, you may want to place a small order with the bank to get started.

Order preprinted checks that you print from your computer accounting software, this will simplify your bookkeeping. Do a search on-line for check printing companies to order checks and deposit slips. Two companies we have used:

NEBS	Checks - Item # DLT104-1 Laser Top Multipurpose
500 Main St.	Deposit Slips - Item # 100053-1 3/PG Horizontal
Groton, MA 01471	
1-800-225-6380	

Checksunlimited.com	This company is less expensive,
P.O. Box 18500	however, their product is slightly
Colorado Springs, CO 80935-8500	inferior in quality

Get a rubber stamp for the back of the checks: For Deposit Only
Business Name
12345678

Office depot will make a stamp while you shop for under \$20.00.

Eight – Insurance

There are several types of insurance.

- Property Liability
- Customer Liability
- Volunteer Liability
- Vehicle
- Worker Compensation

Insurance may be obtained through the church’s/conference Risk Management Department or you may shop for the best rate. The following information is based on obtaining insurance

through the conference. The costs below are provided to give you an idea of how to budget, contact the conference for current pricing.

Property Liability:

If you own your facility, this insurance covers the building and the contents, if you are renting, this insurance covers the contents only; the latter is much less expensive. If you are renting, the Landlord requires you to have insurance on the contents so that in the event of a catastrophe, you would be able to get up and running again with an income so you are able to pay the rent. Give the Conference your landlord's name and address and the name of the property so they can record the Landlord as the Loss Payee on the policy.

Current cost is \$0.66 per hundred dollars of coverage.

Customer Liability:

If a customer is injured in your store, your Conference insurance may cover up to \$10,000 in medical expenses.

Current cost is about \$1,200.00 per year

Volunteer Liability:

This insurance is supplemental; it pays only for covered medical expenses not paid by the volunteers own insurance.

Vehicle:

Decide if you want to carry comprehensive and collision. Give the information to your conference for each vehicle you want to insure (including your trailer); year, make, model, and value.

Worker's Compensation:

This insurance covers your employees. Worker's Compensation is a percentage of the hourly wage paid an employee, and is sent in with each payroll submission. The percentage varies depending on the type of work being performed. The current rate for those working in the store with occasional lifting is 3%, with a 9% rate for those working on the truck with pick up and delivery.

Nine – Utilities

Some areas have more than one electric provider. If you do not know which company services your location, call and give them the address of your store until you find the correct one. Some cities also provide services beyond water – like trash removal – call them to find out what they provide.

Estimated Deposits:

Electric – \$400 to \$800

Phone – \$200

Water – \$200 to \$300

Dumpster – \$200

Obtain a dumpster large enough to handle your trash needs. The size of the dumpster will depend on the size of your store, usually 4 to 6 yards is sufficient. If you find you need a larger one you may always step up. Also consider a dumpster to recycle cardboard, it cost less and saves room in the main dumpster.

Decide how many phone lines are needed. The optimum is three;

Main line
Credit Card line
Fax / Internet

If you are going to have DSL or Cable for the internet, and you do not foresee using the fax a lot, you can get by with two lines. If you have internet dial-up and just two lines, it is very difficult to use the internet during business hours, because you tie up the credit card line when you are on line.

Internet Providers

There are several internet providers to choose from, here are a couple of the lower priced ones to consider:

Dial-up – NetZero – \$9.95 per month
<http://www.netzero.net/>

Earthlink - \$14.95 per month
<http://www.earthlink.net>

DSL or Cable –

Check with your local phone and cable company for pricing. Embarq: \$35 - \$60 per month.

Ten – Food Pantry

Whether you have a food pantry depends on the availability of space and an adequate source to keep it stocked.

Sources of Food:	<u>Non-perishables</u>	<u>Fresh Food</u>
	Food Bank	Publix – Day Old
	Area Churches	Vegetable Market – Day Old
	Pathfinder/Boy Scout Food Drives	
	Post Office Food Drives	

Have specific hours when the pantry is open, these may vary from the store hours. The staff in charge of the pantry will arrange to get the stock (pick up from the food bank weekly), stock the shelves and assist the clients during the hours the pantry is open.

There are several ways the pantry can be operated regarding how often a client may come, here are a few ideas. a) clients are allowed to come as often as they wish b) clients are allowed to visit once a month c) clients are restricted to a visit once a month 3 times per year.

We determine eligibility by the fact that they have asked. To be eligible for the government (TEFL) food they must meet the government income eligibility scale.

We operate a 'Clients Choice' Pantry where the client is allowed to 'shop' off the shelf, this allows them to choose the things they know their family will eat. We base the amount of food they may choose on the number of people in the home. The food is weighed and entered with their name on a sheet that is compiled monthly.

We place the fresh food where anyone can access it. We do not restrict how often a person may come for the fresh food.

Find out if there is a food bank in your area. We go to Second Harvest in Orlando. There is no cost for the TEFL and fresh food, other food is \$0.18 per pound.

<http://www.secondharvest.org/>

*See "Sample Pantry Food Assistance" Forms

Eleven – Pick-Up and Delivery

It is very important to offer a pick-up and delivery service. We pick-up approximately 90% of the large merchandize we receive.

This area is a major expense, but necessary. It requires two people, a cargo trailer and tow vehicle or a box truck with a lift. We have found the most convenient, to be a box cargo trailer with a rear pull down ramp door (car hauler). The ramp door allows you to roll items in and out instead of lifting them, it also allows you to have pallet jack access and the ability to roll the flat cart in to load with boxes and small items.

You will need a tow vehicle capable of pulling the size trailer you need. We have a twenty-six foot cargo trailer that we pull with a Dodge diesel 2500. Things to look for when shopping for a trailer: strap track along the sides to strap items to the wall, the more the better – extra high ceiling for ease of loading king beds and tall cabinets – flip down ramp at edge of door ramp for ease of rolling in cart – no sky light to break with tree branches – torsion axles for ease of maintenance and smoother ride.

Place your name and phone number on your pick up and delivery vehicles. This makes them a traveling billboard and is a great way to get your name known in the community.

*See "Pick up & Delivery Vehicle Pictures" Files

Twelve – Employees

The board should select someone to be "In Charge". This gives continuity to the ministry and provides a contact person for vendors. This person should maintain an overall knowledge of the

ministry, what things are being accomplished and what things need to be done. They should be familiar with all departments and be able to fill in when necessary, especially at the register.

They should have the authority to make purchases up to an agreed upon limit, oversee all departments, be able to make day to day decisions, and delegate responsibilities.

This person should be a team leader, able to encourage each department in furthering the goals of the ministry. Their responsibility is not just to oversee; they need to be willing to work in any department and may have a specific department they are responsible for.

To achieve this level of involvement requires full time participation. It is fantastic if you have someone who is willing, able, and has a source of income. The odds of this are slim; those who have a source of income are usually retired and do not want to commit full time or have the associated responsibilities. They are very happy to serve part time and let someone else deal with the hassles of every day duties, they do not want to be obligated to be there every day.

You want at least two people who are ‘obligated’ to be there on a daily basis; by commitment or because they are being paid. These people are in addition to the volunteer base.

There are several different titles that may be used.

- Director – Assistant Director
- Team Leader – Assistant Team Leader
- Manager – Assistant Manager
- Store Manager – Assistant Store Manager

It is very important that each person involved (paid or volunteer) know that God has directed them to be involved with this ministry.

A few years ago we looked back and realized that each employee had begun their association with the store ministry as a volunteer. We decided to make that a criterion for employment. To be considered for employment, a person must have volunteered for a period of time, that time may vary with each individual; our board recommended a period of up to three months. This does not mean that just because someone volunteers they will automatically be hired. It means that when God directs us to hire, it will be someone who has volunteered.

When a person commits themselves to be where God wants them, their conviction becomes even stronger as they see God providing for them as they are obedient. This approach gives a base to work from. In the future when issues arise, the manager as well as the employee can go back to the employees’ conviction; if they are still convicted this is where God wants them, then we need to look at the issues at hand and allow God to give us a solution. If the person is sensing this is not where God wants them; then there are no hard feelings, it is time to allow God to show them where He would have them serve next.

*See “Working Together”

Employee Paper Work:

Employees are considered “Special Category Employees” of the conference. They will receive a W-2 each year showing the conference as their employer.

Each month you will send the conference the amount for the employees pay and all taxes and insurance. The Conference takes care of filing all reports and mailing the pay checks directly to the employees.

When you hire a new employee fill out the appropriate forms and send them to your Church conference.

“Special Category Employment Hire & Discontinuation Form”

“I-9 Form” (very important that this form is filled out correctly to avoid Government fines) <http://www.uscis.gov/files/form/I-9.pdf>

“W-4 Form”

“Monthly Special Category Employee Payroll Report”

* See Sample “Employee Forms”

The Conference offers the convenience of debit and direct deposit. Debit – The conference will set up an account on their internet site where you enter each employee’s information. Each month you enter the hours for each employee, the site calculates all costs and gives you a total. When you are finished entering all employees, you authorize payment and the conference will debit your account for that amount. Print a copy of each employee’s Payroll Report and file with their time sheet.

Direct deposit – If an employee would like to have direct deposit, make a copy of their bank check, write a note below the check “please begin direct deposit to the above account” and have the employee sign it. With direct deposit, the employee will usually receive their payment by midnight of payday.

The pay period is from the 16th to the 15th of the following month (Jan. 16 – Feb. 15). Checks are issued once a month on the 25th. The conference will provide a schedule of when the reports and payments are due.

When calculating the amount it will cost to hire an employee, remember to take into account the taxes and fees.

Social Security Employer Portion 7.65%

Retirement 5%

Worker’s Compensation – Physical Labor 9%, Store Workers 3%, Cashier 1.5%.

Example: \$7.25 per hour;	\$7.25 Pay	\$7.25
	.55 SS	.55
	.36 Retirement	.36
	<u>.65</u> Worker’s Comp. 9%	<u>.22</u> Worker’s Comp. 3%
	\$8.81	\$8.38

You must post a Federal Labor Law Poster in the work place. The conference may have them, or you can order on-line.

Order on-line: <http://www.allinoneposters.com> \$19.95 plus Shipping

Unemployment Benefits

Unemployment benefits do not apply to church organizations, therefore, we are not eligible to receive unemployment benefits.

Thirteen – Identify / Train Personnel

A couple of ideas to identify personnel: 1) Refer to the “Congregation Survey” to determine interest. 2) During the construction period as members are involved in setting up the store, they will gravitate to the area that ‘fits’ them and their personality, capitalize on this and encourage them to take on the responsibility of a specific area.

Keep in mind that more than one person may be needed for certain areas, and that some people may be willing to serve in more than one department (working with the books and serving at the cash register).

Director –
Assistant Director –
Bookkeeper / Treasurer –
Pick Up and Delivery –
Cashiers –
Floor Manager –
Clothes –
Household / Miscellaneous –
Personal –
Linens –
Toys –
Books –
Electrical –
Computers –

Training

Register – Director and Assistants:

The director and the assistants should be able to perform all register operations with ease, e.g., voids, tax exempt, discounts, refunds. They should be able to fix problems: over rings, under rings, etc. The director or manager on duty is responsible for the Z out at close, counting the drawer and entering the sales in “Daily Sales Journal” on the computer and preparing the deposit.

Register – Cashiers:

The best way to learn how to operate the register is to do it. The “Operation” sheet should be given to each cashier so they can become familiar with the different functions. Most registers

have a training mode where entries do not stay in memory. Have them practice ringing up sales until they are comfortable with the operation.

Pricing

The more you price the better you get at it. Refer to each department for ideas on how to price.

*See “Operational Procedures – Pricing”

Departments

Most departments benefit from a manager. A department manager is someone who has accepted accountability for a specific area, they have been given the responsibility to keep an area stocked, clean and the merchandise rotated. This responsibility is given to paid staff as well as volunteers. A volunteer gains a sense of ownership and satisfaction in knowing they are an integral part of the ministry.

The responsibilities of a specific area should be given to someone who has had experience in the particular area and has demonstrated a conviction that this ministry is where God would have them serve.

*See “Department Manager Responsibilities”

The number of people needed for each department will depend on: store size, department size, number and time commitment of each volunteer. A suggested number is given for each department; adjust as needed for your situation.

Refer to a specific department in the “Department” section for training and further information.

Director and Assistant

The director should be familiar with all areas and be able to pitch in at anytime to 1) help get things caught up 2) train new people 3) be part of the production.

Bookkeeping / Treasure

There are several ways to handle the bookkeeping. It can be one of the duties of the director who can keep up with it on a daily basis, or someone can be appointed as bookkeeper and come in on a regular basis, weekly or bi-weekly, to take care of the books.

This person is trained in how to Z out at close, count the receipts and prepare the deposit, enter the sales information into the computer, pay the bills, generate reports.

Pick Up & Delivery

People – Two

Equipment – Box Truck or Cargo Trailer with Tow Vehicle

The pick up and delivery individuals need to have strong backs and be able to lift and carry merchandise throughout the day.

In the beginning you may only offer pick-up service one day per week, as you grow increase the number of days as needed. We provide pick-up service three and a half days per week between two stores. A full day consists of ten to fourteen stops per day.

Cash Register

People

The number of people needed to run the register will depend on a couple of factors. If you are going to hire someone, you will need one or two other people to fill in. If you are going to staff it with volunteers you will need enough to cover all store hours.

Staffed by volunteers: Break the day into two shifts. In one of our stores the hours are 10:00 am to 6:00 pm, our volunteers come in two four hour shifts; 10:00 am to 2:00 pm and 2:00 pm to 6:00 pm. A volunteer may be willing to serve a full day, and there may be someone who is willing to serve more than one shift per week. It works best if each volunteer will commit to a specific shift, e.g., Tuesdays from 2:00 pm to 6:00 pm.

Staffed by employees: This can be full time with one employee, or part time with several. The register will need to be covered when they take lunch and breaks. When there is a need, the manager, or volunteers who are there on a regular basis serving in other areas, can fill in. If you are open Sunday, you will need another person – you do not want someone working six days per week; this could be another employee, or a volunteer.

If the employees are part time, arrange their schedules so that the register is covered between them. One smaller store is open from 9:00 am to 5:30 pm, we have an employee who operates the register from 9:00 am to 1:00 pm and another employee from 1:00 pm to 5:30 pm. They alternate working Fridays – which is a short day – 10:00 am to 2:00 pm.

During the busy times you may need another person at the register to help with the bagging. The manager should step in and run the register, anytime there is a need.

Floor Manager

People – Two or Three

Hours per week – All hours store is open

The floor manager is designated to assist customers/clients and price furniture and larger items. They may be assigned for the entire day or a portion. During the busy season and certain times of the day it may take two or three floor managers to keep up.

The floor manager should be someone who has an understanding of the entire operation and all departments. They should be trained in how to give assistance to clients, they will need to know how to price items, negotiate, and fill in at the register when needed.

Clothes

Manager – Yes

People – Three to Eight

Hours per week – Seventy-five to a Hundred

The clothes department is the most labor intensive. Provide an adequate processing area with; storage, sorting tables, racks for empty hangers, washer, dryer, and space for steaming/ironing.

Storage is needed for donated clothes waiting to be processed, and clothes that have been sorted and are waiting to be sent out for recycling.

A washing machine and dryer are needed to sanitize the undergarments. The dryer can also be used to remove wrinkles.

Household / Kitchen / Miscellaneous

People – One to Four

Hours per week – Forty to Fifty

This is a large department and will require several storage bins for incoming donations. A processing table is needed.

Personal

People – One

Hours per week – Three to Four

This person needs to have knowledge of precious metals and the value of jewelry.

Linens

People – One or Two

Hours per week – Fifteen to Twenty

A storage bin and processing table is needed.

Toys

People – One or Two

Hours per week – Twenty-five to Thirty-five

A storage bin and processing table is needed.

Books

People – One or Two

Hours per week – Fifteen to Twenty

Shelf space is needed in the sorting area to store, sort and process the books. Sort the books into labeled banana boxes for each category. Determine how many categories to have. The fewer categories, the easier it is to stock the shelves.

Electrical

Small Appliances/Electric Items

People – One or Two

Hours per week – Twenty to Thirty

Electrical items should be tested thoroughly to make sure they function properly. Provide an area with, bench/table, power, and testing equipment, e.g., small TV, power amp, cd player, speakers.

Large Appliances

If possible, set up a place where washers, dryers and stoves can be tested. Use the faucet where your washing machine is hooked up by installing a “Y” adapter. Make pig tail sockets for dryers and stoves to plug in where you have your dryer.

TVs and Microwaves

TVs and microwaves are heavy and bulky. We place them directly on the sales shelf and test them there. Place strip power cords at the back of the shelf for power and satellite hook ups for the TVs.

Computers

People – One

Hours per week – Ten to Fifteen

This department requires someone who is familiar with computer hardware. Ninety-eight percent of the computers we receive need work. Provide a testing bench and adequate storage for; parts, monitors, connecting cords, and towers waiting to be processed.

Fourteen – Order – Fixtures, Equipment, and Supplies

Once you have completed the “store layout” (Start up Guide - Step Ten) and renovation has progressed, it is time to order the store fixtures and supplies. Place your orders so that each item arrives close to the time it is needed. If you get the clothes racks in before the carpet is done, where will you store them?

For an idea of where to order items see the “Purchasing Assets and Supplies – Sample” file.

Fixtures

Display Counters – Choose the style of display counters to fit your layout for the register area. One for the register to sit on (preferably with a drop down), one with a solid top to ring up merchandise with shelving underneath for bags, and some for display; full view, half view, corner.

Shelving – Order the appropriate number of four foot Gondola sections. You can get varying heights for different applications. Draw a schematic of the layout for a price quote from the suppliers. Decide how many shelves you want per side and order accordingly.

Clothes Racks – We use three types of clothes racks:

- a. Double Rail Rack
- b. Rack on the Wall

c. Round Rack

Tandem Rails may be used with the Double Rail Rack to attach two racks together. This gives you the capacity of a third rack with a savings of approximately twenty-five percent (25%) per three rack section.

We predominantly use the Double Rail Racks, we also attached rails to the wall for additional hanging space. We use a few Round Racks, two for the \$0.25 clothes and two for the Boutique Clothes.

Clothes will probably be one of your highest sales categories. Our clothing sales account for approximately 20% of sales at one store, 31% and 35% at two others, make sure you have enough racks. If you take a look at some of the big name thrift stores you will see lots of clothes racks, there is a reason.

Position a rack behind the register to place empty hangers on as you sell clothes. When the rack becomes full, it can be rolled to the back, emptied and returned to the register.

Sign Holders – Order acrylic sign holders and print price signs. Determine the number of clothes categories (dresses, slips, shorts, shirts, kids, infant, etc.). Have at least one sign for each category.

Fire Extinguishers – Find out from the local fire department how many fire extinguishers you must have and where to place them. Mount them and place a sign above each one designating their location. The fire department will also approve the placement of the exit signs.

*See “Register Layout” Pictures

*See “Gondola Shelving Layout” Pictures

*See “Clothes Racks Layout” Pictures

Equipment

Keep in mind that some of the things you need may come into the store as donations. Office Desk, broom, vacuum cleaner, refrigerator, microwave, table and chairs for lounge, etc.

Office Equipment:

Office Desk

Office Chair

Filing Cabinet

Book Shelf – for supplies

Safe – for register money and deposit

Calculator

Paper Cutter

Hole Punch

Coin Counter/Sorter

Stapler

Tape Dispenser

Ink Stamp for Check Deposit

Phone – We have found the Panasonic brand to be the most reliable. Buy the one that has a base with slaves so more than one person has access to answer the phone. Place the base with the answering machine in the office, if the register is close enough, place a slave there. If the register is too far away, place a separate phone there.

Computer – For most applications you do not need a super fast computer or all of the multimedia applications that are available. The computer is a great place to save money if you have a church member who is willing to donate one that is two to four years old. Memory can be added for minimal expense.

If you are going to purchase new, look for a manufacturer who will let you order to your specifications, e.g., Dell, HP. If you do not have someone who is knowledgeable in computer repair, you may want to consider the extended on-site warranty.

Computer Uses

1. QuickBooks – Accounting
2. Excel – Processing the daily receipts, preparing the deposit and calculating the monthly donations
3. Microsoft Publisher – Making Signs
4. Word Processing – Letters, Signs
5. Power Point Presentations for church promotions
6. Checking prices on e-bay
7. e-mail

Copy Machine – To make copies of forms, tags and other items. You can purchase a refurbished copier with options listed below, for around \$2,500. Do not lease a copier; you will pay for it many times over. Consider a service contract. You pay monthly for each copy made (average \$0.06 per copy) with a monthly minimum; they cover all repairs and provide the toner.

If you have a service contract you are paying ahead for repairs. If there are no major break downs, then you paid more to have the contract. However, if you must replace a drum, you are looking at about \$800. The toner is around \$40 which yields approximately 11,000 copies.

Ricoh and Canon are at the top as far as quality and durability, contact a local dealer for unit and contract pricing.

Options:

- Network Printing – allows you to print from your computer
- Duplexing – allows you to print both sides at the same time
- Fax Kit – allows you to fax from the copier (no need for an additional fax machine)

The more copies you contract per month, the lower the per copy price. We partnered with the church, and each bought a copier under the same contract. We then combined both copiers on the same service contract to receive a lower per copy price (about \$0.02 per copy). We average 1,300 copies per month.

The other option is to get a 3-in-one (printer, copier, fax) to connect to the computer. This printer is less expensive upfront, but cost more to operate in the long run. Shop for the best price, they cost around \$150.

Staff Lounge Equipment:

Refrigerator
Microwave
Table & Chairs
Labor Law Poster

Warehouse Equipment:

4 Wheel Platform Cart
2 Wheel Hand Truck
4 Wheel Piano/Furniture Dolly
Mattress Cart

Sorting Area Equipment:

4x4 Bins
Sorting Tables
Washer & Dryer
Clothes “Z” Racks (2-4)
Steamer / Ironing Board and Iron
Racks for Empty Hangers

Aprons – Many of the women enjoy having an apron they can wear when they work. You can have the ministry and staff name embroidered on them. *DayStar Apparel* has the widest range of sizes. They cost between \$10 - \$15. Your local dealer can do the embroidery for about \$6 each.

Janitorial Equipment:

Vacuum Cleaner – You will get these donated, however, they are usually older, heavy and do not last long. Some industrial grade models that are lightweight include, Royal and Oreck. Approximate cost \$250.00.

Mop & Bucket
Broom
Garbage Cans
Bathroom Paper & Soap Dispensers.

Store Equipment:

Register – We recommend the Sharp ER-A440 or ER-A520, the 520 has a better printer and is built a little sturdier. The registers available at office supply stores like Office Depot, are not as durable. If you purchase from a dealer you will pay a little more, however, they will program it for you, provide on-site service for the first year and provide you a loaner if they need to take yours for repair. You will pay about \$200.00 more from a dealer.

Family Radio Service (FRS) Radio’s – One is needed for the register, one for each manager and one for whomever you need to contact on a regular basis.

Shopping Carts – Used reconditioned carts can be purchased for about \$60.00 plus freight. We purchased our carts from Plasti-cart for \$105.00 each, plus freight. 25 cart preferred minimum.

<http://www.plasti-cart.com> <http://www.shopcarriage-trade.com> <http://premiercarts.com>

Satellite – Install a cable or satellite service to test and demonstrate the TVs. A great cost effective way to demonstrate the TVs is to install a *GloryStar* satellite that will receive 60 Christian TV and radio stations including the Hope Channel, Three Angles Broadcasting Network (3ABN) and Loma Linda Broadcasting Network (LLBN) all for no monthly fee.

A *GloryStar Satellite Systems* satellite and receiver cost \$199 plus shipping. To order: Go to <http://www.adventistsat.com> OR Call – 1-866-552-6882

The system should be installed by a local professional. The price will vary depending on where the dish is going to be mounted and how much cable is needed and where it has to be run. Check the above web site for a list of installers.

Attach a power strip to the pegboard at the back of the shelf to plug in the TVs. Affix a multi coax splitter to the pegboard and attach coax lines of four to six feet in length to connect to the TVs.

Supplies

Clothes Supplies:

Tagging supplies and hangers are needed before the clothes processing can begin. There are approximately eight different types of hangers: shirts/blouses, suits, dresses, pants/skirts, and kid-sizes. It takes approximately 60 hangers to fill five feet of rack. Once you are in operation a lot of hangers will be donated, therefore, you will not need to buy all you are going to need. The pant/skirt hangers are usually the only ones necessary to buy on an ongoing basis (they wear out/break etc.).

A way to reduce your start up costs is to contact other thrift stores (maybe some that are not in your area) and find out if they have any extra hangers they will give you.

Sorting Area Supplies:

Tagging Guns
Blue Tags
1” Fasteners
Black Markers
Packing Tape
Zip Bags – Sandwich, Quart, Gallon
Rubber Bands

Office Supplies:

Paper
Pens
Coin Wrappers
Register & Credit Card Machine Tape
Scotch Tape

Packing Tape
Sharpie Markers, fine point

Janitorial Supplies:

Paper Towels
Toilet Paper
Hand Soap
Cleaning Supplies

*See “List of Supplies”

Fifteen – Credit Card Acceptance

There are a plethora of credit card processing companies. They each offer the same basic service with slight variations. It can become very confusing as you try to compare them. It is difficult to find a single company that offers everything you want, decide which things are most important to you. They will try to sell you on their low rate (which they can raise at anytime), the rate does effect your cost, but the fees add up fast, look for a balance between the rate and the fees.

Some things to look for: No contract – No cancellation fee – No set up fee – No monthly minimum – No batch fee – No Yearly Fee – Total amount of daily sales deposited, i.e., fees taken out at end of month (easier to reconcile bank account).

Do not, I repeat, DO NOT lease the equipment, you will pay for it many times over. The equipment can be purchased for around \$250.00. There are many companies now offering free equipment, they usually require a commitment of at least two years, weigh your options.

Offer Visa, MasterCard and Debit with a pin pad. Discover and American Express charge higher fees, and we have found that it is not necessary to offer them because if someone has Discover they usually also have a Visa or MasterCard they can use.

We have found that it is not cost effective to participate in a check guarantee program. The dollar amount of returned checks we experience is less than the cost of having a check guarantee service. We may come to the point where we no longer accept checks.

Read the fine print of the contract before signing. You will find items they ‘forgot’ to mention that you need to fully understand before signing your life away.

*See “Credit Card Processing Questions to Ask”

* See “Credit Card Processing Comparison Chart”

Sixteen – Program Cash Register

If you purchase a register online, you will have to program it. If you have never programmed a register, it can be very perplexing. The manual may seem like Greek at first, however, it does

contain the information you need for programming. If you take your time and read it carefully you can figure it out. If purchased from acedepot.com, you will save about \$240.00 on the ER-A440, and \$190.00 on the ER-A520 over a dealer. When you purchase from an authorized dealer, you will save 10-15 hours of programming time, and you will have dealer support for at least a year.

Glean information from the register manual to create an operations and procedures sheet to place at the register that explains each function. If you purchased the Sharp ER-A440 or ER-A520 this is already done for you.

*See “Sharp ER-A440 Operation”

*See “Sharp ER-A520 Operation”

Register Categories

Most Registers can be programmed to handle a couple hundred categories; we only use fifteen. The more categories you have, the more information there is to track sales of specific departments, on the other hand there are more categories for the cashiers to learn and more to enter each evening in the computer.

*See “Departments, Register”

Seventeen – Set Hours of Operation

The store hours will depend on your location and the flow of traffic. Adjust them to fit your location. Examples:

1. Sunday Noon – 5:00
 Monday – Thursday 10:00 – 6:00
 Friday 10:00 – 2:00

Think carefully before you start opening on Sunday, once you start you have to keep it up, **every** Sunday...!

2. Sunday CLOSED
 Monday – Thursday 9:00 – 5:30
 Friday 10:00 – 2:00

There is a Post Office located next door, we found that people came to get their mail at 9:00 in the morning and wanted to come and shop.

3. Sunday CLOSED
 Monday – Thursday 10:00 – 5:00
 Friday 10:00 – 2:00

We found there was no business in the plaza after 5:00

Eighteen – Open for Business

Coordinate with the person in charge of getting the physical aspect of the store ready to verify that everything is in place. As you come to the final stages of completion, set a target date to open.

Make sure everything is in place:

- Certificate of Occupation “CO” received
- Store Stocked
- Personnel Trained & Ready
- Cash for Register
- All Forms in Place

The time has come to open the doors to serve your community. May God bless you and your ministry!

Administrative Steps – Check List

One – Name Ministry Start Date _____ Completion Date _____

Two – Accounting Start Date _____

1. Accounting Begun Start Date _____

2. Software Purchased / Installed Start Date _____ Completion Date _____

3. Entries Brought Up To Date Start Date _____ Completion Date _____

Three – Become a Legal Entity Start Date _____ Completion Date _____

1. Register Your Fictitious Name Start Date _____ Completion Date _____

2. Apply for a FEIN Start Date _____ Completion Date _____

Four – Tax Exemption Start Date _____ Completion Date _____

**1. Conference Letter “Doing
 Business As” (D/B/A)** Start Date _____ Date Received _____

**2. Apply for a Consumer’s
 Certificate of Exemption
 from the State of Florida** Start Date _____ Date Received _____

Five – Occupational Licenses (Business Tax) Start Date _____ Completion Date _____

County _____ Start Date _____ Date Received _____

City _____ Start Date _____ Date Received _____

Six – State Sales Tax Start Date _____ Date Received _____

Seven– Open a Bank Account Start Date _____ Completion Date _____

Checks & Deposit Slips Order Date _____ Date Received _____

Deposit Stamp Order Date _____ Date Received _____

Eight – Insurance Start Date _____ Completion Date _____

1. Property Start Date _____ Completion Date _____

2. Liability Start Date _____ Completion Date _____

3. Vehicle Start Date _____ Completion Date _____

Nine – Utilities Start Date _____ Completion Date _____

Electric _____ Deposit \$ _____ Order Date _____ Completion Date _____

Phone _____ Deposit \$ _____ Order Date _____ Completion Date _____

Garbage _____ Deposit \$ _____ Order Date _____ Completion Date _____

Ten – Food Pantry Start Date _____ Completion Date _____

Eleven – Pick-Up and Deliver Start Date _____ Completion Date _____

Twelve – Employees Start Date _____ Completion Date _____

Thirteen – Identify / Train Personnel Start Date _____ Completion Date _____

Director _____

Assistant Director _____

Bookkeeper / Treasure _____

Pick Up & Delivery _____

Pick Up & Delivery _____

Cashier _____

Cashier _____

Cashier _____

Cashier _____

Cashier _____

Cashier _____

Department Managers Start Date _____ Completion Date _____

Floor Manager	_____	Completion Date _____
Floor Manager	_____	Completion Date _____
Clothes	_____	Completion Date _____
Household / Misc.	_____	Completion Date _____
Personal	_____	Completion Date _____
Linens	_____	Completion Date _____
Toys	_____	Completion Date _____
Books	_____	Completion Date _____
Electrical	_____	Completion Date _____
Computers	_____	Completion Date _____

Fourteen – Fixtures, Equipment, and Supplies

Fixtures	Start Date _____	Completion Date _____
Display Counters	Order Date _____	Date Received _____
Gondola Shelving	Order Date _____	Date Received _____
Clothes Racks - No. _____	Order Date _____	Date Received _____
Acrylic Sign Holders - No. _____	Order Date _____	Date Received _____
Fire Extinguishers - No. _____	Order Date _____	Date Received _____

Equipment

Office Equipment	Start Date _____	Completion Date _____
Desk / Chair	Purchase Date _____	Date Installed _____
Filing Cabinet	Purchase Date _____	Date Installed _____
Book Shelf	Purchase Date _____	Date Installed _____
Safe	Purchase Date _____	Date Installed _____
Small Office Equipment	Purchase Date _____	Date Received _____
Calculator, Paper Cutter, Hole Punch, Coin Counter, Stapler, Tape Dispenser, etc.		
Phone, Cordless	Purchase Date _____	Date Installed _____
Computer	Purchase Date _____	Date Installed _____
Install Programs	Start Date _____	Completion Date _____
Printer	Purchase Date _____	Date Installed _____

Copy Machine Purchase Date ____ Date Installed ____
 Ink Stamp for Check Deposits Order Date ____ Date Received ____

Staff Lounge Equipment

Refrigerator Date Finished ____ Date Installed ____
 Microwave Date Installed ____
 Table & Chairs Date Installed ____
 Labor Law Poster Order Date ____ Date Received ____

Warehouse Equipment

Start Date ____ Completion Date ____
 4 Wheel Platform Cart Order Date ____ Date Received ____
 2 Wheel Hand Truck Order Date ____ Date Received ____
 4 Wheel Piano Dolly Order Date ____ Date Received ____
 Mattress Cart Order Date ____ Date Received ____

Sorting Area Equipment

Start Date ____ Completion Date ____
 4 x 4 Bins - No. ____ Purchase Material ____ Date Built ____
 Sorting Tables - No. ____ Order Date ____ Date Received ____
 Washer & Dryer Purchase Date ____ Date Installed ____
 "Z" Rack Order Date ____ Date Received ____
 Steamer / Ironing Board & Iron Order Date ____ Date Received ____
 Aprons - No. ____ Order Date ____ Date Received ____
 Racks for Empty Hangers Purchase Material ____ Date Built ____

Janitorial Equipment

Start Date ____ Completion Date ____
 Vacuum Cleaner Order Date ____ Date Received ____
 Mop & Bucket Order Date ____ Date Received ____
 Garbage Cans Order Date ____ Date Received ____
 Bathroom Dispensers Order Date ____ Date Received ____

Store Equipment

Start Date ____ Completion Date ____
 Register Order Date ____ Date Received ____
 FRS Radios No. ____ Order Date ____ Date Received ____
 Shopping Carts No. ____ Order Date ____ Date Received ____
 Satellite Order Date ____ Date Received ____
 Install Satellite Start Date ____ Completion Date ____

Supplies

Clothes Supplies	Start Date _____	Completion Date _____
Hangers	Order Date _____	Date Received _____
Tagging Guns	Order Date _____	Date Received _____
3” Colored Fasteners	Order Date _____	Date Received _____
Colored Dots	Order Date _____	Date Received _____

Sorting Area Supplies		
Tagging Guns	Order Date _____	Date Received _____
Blue Tags	Order Date _____	Date Received _____
1” Fasteners	Order Date _____	Date Received _____
Black Markers	Order Date _____	Date Received _____
Packing Tape	Order Date _____	Date Received _____
Zip Bags – Sandwich, Quart, Gallon		Date Received _____
Rubber Bands	Order Date _____	Date Received _____

Office Supplies	Start Date _____	Completion Date _____
Copy Paper	Order Date _____	Date Received _____
Scotch Tape	Order Date _____	Date Received _____
Register Tape	Order Date _____	Date Received _____
Credit Card Machine Tape	Order Date _____	Date Received _____
Coin Counter & Wrappers	Order Date _____	Date Received _____

Janitorial Supplies		
Paper Towels	Order Date _____	Date Received _____
Toilet Paper	Order Date _____	Date Received _____
Hand Soap	Order Date _____	Date Received _____
Cleaning Supplies	Order Date _____	Date Received _____

Fifteen – Credit Card Acceptance Start Date _____ Completion Date _____

1. Select Company Start Date _____ Completion Date _____

2. Equipment ordered and in Place Order Date _____ Date Received _____

Sixteen – Program/Install Register Start Date _____ Completion Date _____

Seventeen – Set Hours of Operation Start Date _____ Completion Date _____

Eighteen – Open for Business First Day of Business _____