The policies and procedures set forth in this document implement the Charter and Bylaws approved/disapproved by the 72d Air Base Wing for the Tinker Spouses' Club (TSC) Thrift Shop (TS).   These policies and procedures will guide all TS operations.  The Thrift Store Advisory Board (TSAB) must approve changes and forward to TSC governing body.  The TS Manager has the authority to make reasonable exceptions to these policies and procedures to promote efficient business operations and maintain positive relationships with customers and volunteers.

1. PERSONNEL:
   1. The Thrift Shop Advisory Board (TSAB) is the Governing Body of the TS
      1. Thrift Shop Manager
         1. Paid position
         2. Non - voting TSAB member
         3. Hired by TSC President and committee, as outlined in the TS Bylaws, with TSC governing board approval
         4. Enforces policies and procedures
         5. Supervises business operations and volunteers
         6. Recruits and trains new volunteers
         7. Performs bookkeeping or cashier duties when bookkeeper or cashier are absent
         8. Attends TSC Executive Bord meeting to report on TS status.
         9. Term of office is reviewed at the end of the board year
         10. Written resignation should be provided 30 days in advance to TSC President and Charitable Director
      2. Thrift Shop Bookkeeper
         1. Paid Position
         2. Non - Voting member of TSAB
         3. Hired by TSC President and committee, as outlined in the TS Bylaws, with TSC governing board approval
         4. Maintains financial statements and books pertinent to TS
         5. Pays all TS bills
         6. Term of office is reviewed at end of board year
         7. Written resignation should be provided 30 days in advance to TS Manager
      3. Thrift Shop Cashier
         1. Paid Position
         2. Non – Voting member of TSAB
         3. Hired by the TSC President and committee, as outlined in the TS Bylaws, with TSC governing board
         4. Is responsible for all transactions, drawer and money count throughout the operating hours
         5. Term of office is reviewed at the end of the board year
         6. Written resignation should be provided 30 days in advance to TS Manager
      4. Thrift Shop Chair
         1. Volunteer Position and TSC Governing Board Position
         2. Voting member of TSAB and TSC Governing Board
         3. Liaison between TSAB and TSC Governing Board
         4. Oversees daily operations
         5. Term of office equals the TSC board year
      5. Charitable Vice President
         1. Volunteer Position and TSC Executive Board
         2. Voting member of TSAB and TSC Executive Board
         3. Oversees Thrift Store Manager, TS Bookkeeper and TS Cashier
         4. Ensures that TSAB Meetings are held and information is shared to the TSC Executive Board
         5. Term of office equals the TSC board year
      6. TSC President or designee
         1. Volunteer position and TSC Executive Board Position
         2. Voting member of TSAB and TSC Executive Board
         3. Represents Tinker Spouses’ Club (TSC)
         4. Term of office equals the TSC board year
      7. TSC Charitable Treasurer
         1. Volunteer position and TSC Executive Board Position
         2. Voting member of TSAB and TSC Executive Board
         3. Writes monthly checks for distribution for charitable giving and charitable budget.
         4. Term of office equals TSC board year
      8. Advisor and/or Honorary TSAB Member
         1. Volunteer position
         2. May be held by one or more people
         3. Non - voting member/s of TSAB
         4. An advisory role to the TS and the TSC
         5. Term of office equals time in position
      9. Volunteer Representative
         1. Volunteer position
         2. Voting Member of TSAB
         3. Regular volunteer at the TS
         4. Take notes during TSAB
         5. Represent volunteer interests during TSAB meetings
         6. Appointed prior to each TSAB meeting by the Thrift Shop Manager
   2. Volunteers provide the workforce for the Thrift Shop
      1. Repeat Volunteers
         1. May be member of TSC or eligible to join TSC
         2. No payment for services
         3. Relatives, dependents, or house guests of repeat volunteers
         4. Volunteer with TS Manager approval
         5. Must have independent access to Tinker Air Force Base
2. FINANCES
   1. Financial Reviews
      1. Required annually at the end of the TSC Board Year (end of May)
      2. Also conducted:
         1. When requested by TSAB
         2. At end of TS Manager's term of office
         3. Upon termination/resignation of Bookkeeper
         4. At the request of a quorum of TSC Executive Board
         5. At the request of the 72d Air Base Wing
   2. Budget Reviews:
      1. Budget/finances reviewed bi-annually in December and May by TS Manager and TS Bookkeeper, including
         1. Budget
         2. Year to date
         3. Monthly Bookkeeping Summary for TS Chair or Charitable Treasurer TSC Board Report
         4. Working Capital
         5. $500.00 dollars in excess of current liabilities
         6. Held in TS account at First National Bank of Midwest City
   3. Contingency Fund
      1. Capped at $5000, subject to temporary waiver, with TSAB approval
      2. Reserve $100 per month from TS sales until cap is reached
   4. Expenditures
      1. One or like items for TS operations
      2. Shall be kept in line with budget
      3. $250.00 to $500.00 requires written TS Executive Board approval in advance.
      4. Over $500.00 requires advance written TSC Executive Board approval
      5. Fund the TSC Thrift Shop Volunteer Appreciation giveaways, per approved budgeted funds
   5. Salaries
      1. Manager receives $700 monthly from August through June; $350 July
      2. Bookkeeper receives $200 monthly from August through June
   6. Net Earnings
      1. Fund the TSC General Welfare Account
      2. TS Bookkeeper writes a monthly check to transfer funds
      3. Fund snacks and drinks for Thrift Shop volunteers
      4. Fund the TSC Thrift Shop Volunteer Appreciation
3. BASIC OPERATIONS
   1. The TS Manager, TS Chair will open the TS and be present for the entire operating day.
      1. The Chairman is responsible for the operation of the TS in cooperation with the TS Manager.
      2. In the event the TS Manager or TS Chair is unable to open the TS, the TS Manager may designate the TSC President /designee, Charitable Vice President, Volunteer Representative, or the Thrift Shop Advisor to open the TS in his or her absence.
   2. Hours of Operation:
      1. The TS will be open on Tuesdays and Thursdays from 1000-1400 hours, and at least one Saturday of every month.
      2. The TS will open the first Tuesday after the Mid-Del School District is back in session after summer break.
      3. The Thrift Shop may also be open if the TSC has a base Wide Garage Sale.
      4. The TS will close for all legal holidays observed by Tinker Air Force Base, inclement weather days (decided by the TS Manager), and the weeks of Thanksgiving, Christmas, New Year's, and Mid-Del school system’s Spring Break.
      5. The TS will close the month of July and into August until Mid-Del school is back in session and on any other days deemed necessary by the TSAB.
      6. During the month of July when the TS is closed the manager may choose to open on specific days for the sole purpose of accepting donations, but no transactions can be made. The TS Manager will be expected to work in order to process donations and prepare the shop for August’s reopening. Work days for volunteers are acceptable during this time.
4. SALES
   1. ALL SALES ARE FINAL.  All items are sold as is.  No refunds or exchanges will be given.
   2. All sales (customer and volunteer) must go through the TS Cashier.  The TS Cashier will remove all tags.
   3. Personal bartering and selling is strictly prohibited on TS property, including parking areas.
   4. No bill larger than $20.00 will be accepted unless it constitutes greater than 80% of the purchase price owed to the TS.
   5. Large items that are paid for may remain at the TS for three open days at no charge.  The day of purchase is considered the first day.  After three days, a holding fee (space rental) of $5.00 per TS day will be charged.  The cashier will collect a name and a contact number for any customer who chooses to pick up purchased items at a later date.
   6. The Thrift Shop reserves the right to refuse service to a disruptive shopper at the TS Manager’s discretion.
5. CHECKS:
   1. The Thrift Shop does not accept checks.
6. DONATIONS
   1. The TS accepts any legal donations.
   2. Donations will be accepted and processed by the TS Manager and/or volunteers.
   3. The Thrift Shop will provide tax receipt, if requested by customer.
   4. All donations, once place inside of the donation shed, are TS property.
   5. Items that are acceptable for sale will not be given to or taken by volunteers or customers.
   6. Donated items not acceptable for sale by the TS will be given to various charitable organizations or disposed of as determined by the TS Manager.
   7. Volunteers will price all acceptable donations with tags generated by Consign Pro under account 2. Tags will be printed and provided to volunteers by the TS Manager.
   8. Items donated to the TS will be separated into categories and processed as follows:
      1. Current season:  Tag all items with current month’s ticket and place on sales floor.
      2. Next season (i.e., summer items donated during winter): Keep in the donations room or storage room, ready for tagging when the season arrives.
      3. In-Kind Donations ~~Donate out~~
         1. The TS Manager will Label bags or boxes for various charities.
         2. When more than ~~two~~ bags or boxes are full, the TS Manager will arrange pick up or take to the charity that week
         3. Items with noticeable stains, holes or otherwise deemed unsellable, will be discarded or donated, upon volunteer discretion.
   9. The following items will be donated to other charities by the TS:
      1. Expired Items – Items that did not sell
         1. Pull expired items from shelves
         2. Separate into donate out or trash boxes
         3. Throw tickets into a ziplock bag for TS Manager.
7. MISSING PRICE TAGS
   1. Donated items that do not have a standardized price and do not have a price tag will be routed to the donation processing area for a price before it may be purchased or given a tag by the TS Manager or designee.
8. DRESS CODE
   1. The dress code for customers is "No shoes, no shirt, no service."
   2. Volunteers and contractors will dress appropriately to represent the Thrift Shop.
9. KEYS
   1. Keys to TS building 6002 will be issued to the TSC President or designee, TSC Charitable Vice President ~~Director~~, TS Manager, TS Chair and TS Bookkeeper if necessary.
   2. A key record will be kept in the Thrift Shop safe and a copy sent to the Building 6002 facilities manager.
10. SAFE
    1. The combination to the safe will be given to the TS Manager, TS Chair, and the TS Bookkeeper.  When it is necessary to authorize either the TSC President/Designee, or the TS Advisor to open, they will be given the combination.
    2. The safe will be closed at all times when not in use.
    3. When requested by the TSAB, or if the Manager, TS Chairmen, or Bookkeeper to change, the safe combination should be changed.
11. WRITING CHECKS
    1. Two authorized signatures are required on all TS checks written.  The manager and bookkeeper may not sign together on the same check; unless they are both TSC members.
    2. Payment for purchases and/or services must have the receipts supporting these purchases.
12. CHANGE FUND
    1. A change fund of $200 in change will be kept in the safe to be used during the operating day as change is needed by the TS Cashier.
    2. It is the TS Manager’s responsibility to ensure the change fund is brought back to the proper increments at the end of the operating day.  Money can be changed at the bank at the time of the deposit.
13. CASH REGISTER DRAWER
    1. The TS Manager will be responsible to ensure the cash drawer is prepared for the next operating day.

DENOMINATION CASH DRAWER

(1) Tens $10.00

(9) Fives $45.00

(30) Ones $30.00

(40) Quarters $10.00

(40) Dimes   $4.00

(19) Nickels     $0.95

(5) Pennies     $0.05

TOTAL $100.00

1. VOLUNTEER RESPONSIBILITIES
   1. Each volunteer will:
      1. Know and understand his/her job.
      2. Know and understand the TS Charter, Policies and Procedures.
      3. Let TS Manager know their availability to help accommodate workforce.
      4. Wear a nametag or volunteer badge provided by the TS Manager.
      5. Be willing to work in any area of the TS needing coverage.
      6. Prepare their work areas for the next opening day.
   2. Volunteers are not allowed to bring small children with them while working in the TS, except at the discretion of the TS Manager.
   3. At the TS Manager’s discretion, children 12-17 years of age may be junior volunteers with parental supervision.
   4. Volunteers are not allowed in the building after hours without the TS Manager or TSC Executive board’s prior permission.
   5. Abuse of TS policies by volunteers can be grounds for dismissal.
2. VOLUNTEER BENEFITS
   1. Volunteers on duty have first choice of all items consigned on their work day. Items should be placed on the rack in the office, with the volunteer’s name on them. Item’s left on rack, at the end of the day, may be placed on the shelf by the TS Manager. If two or more volunteers are interested in an item there will be a drawing for the item.
   2. Repeat volunteers may purchase TS property at 50% off the price for items priced up to $25 dollars.  For items marked over $25, regular volunteers will receive a 25% discount
   3. All Volunteers may purchase TS property at 25% off for items priced up to $25. For items over $25, volunteers will receive 10% discount.
   4. Child Care/Elderly Care
      1. Reimbursement for Child Care or Care for the Elderly is for repeat volunteers only and only available when the repeat volunteer has filled out the proper form, provided by the TS Manager. Once the form is received it will be reviewed and a check may be written. Child Care/Elderly Care will be capped at $25 per month per family.
3. SMOKING:  No smoking by order of the Base Commander.
4. AMENDMENTS/REVISIONS
   1. Amendments/revisions to these policies and procedures may be proposed and approved by the TSAB at any meeting where a quorum is present.  A quorum will consist of the members present.
   2. Volunteers can submit proposals/recommendations in writing to the Volunteer Representative for the TSAB’s consideration.
   3. A copy of these policies and procedures and any amendments/revisions will be forwarded to the 72d Air Base Wing for review and approval.  A copy will be kept in the TS files.

Revised 6 September 2022.

This Policy Document was approved by the TSAB on 6 September 2022.

This Policy Document was approved by the TSC Executive Board on 6 September 2022.

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 TSC President               Date

This Policy Document was approved by:

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Judge Advocate                       Date

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72nd Air Base Wing                 Date