

**Assistance League® of Salt Lake City  
Thrift Shop Policies**

**I. Administrative Policies:**

- A.** Assistance League of Salt Lake City shall provide a safe, orderly and pleasant environment for personnel and patrons.
- B.** Individuals demonstrating inappropriate or disruptive behavior shall be asked to leave.
- C.** No member shall operate the shop alone.

**II. Shop Policies:**

- A.** All merchandise shall be sold as is.
- B.** Merchandise missing a tag shall be returned to the marking room for pricing.
- C.** All sales are final. No refunds shall be given.
- D.** Defective electronic equipment may be returned only with original receipt for shop credit.
- E.** Payment shall be made by cash, credit, or debit card.
- F.** No item shall be held or put on lay-away.
- G.** Only five items shall be taken to the dressing room at any one time.
- H.** We reserve the right to ask persons carrying large bags or backpacks to leave them at the counter while shopping.

**III. Member Self-Dealing Policies:**

- A.** Any member or employee shall not receive any advantage over the public. Self-dealing is prohibited. Acts of self-dealing include the following:
  - 1.** Members shall not make purchases outside of shop hours or during a working shift. Purchases shall occur before or after a work shift during normal hours of operation. Aprons and nametags shall not be worn while shopping.
  - 2.** Members shall not purchase items from the working room.
  - 3.** Merchandise shall not be taken home on approval.
  - 4.** Members shall not put an item on hold.
  - 5.** Items that will not be offered for sale in the shop or have been designated to other charitable organizations are not available to members.

6. Special sales days, events or hours, shall not be held for members only.
  7. Members shall not ring up their own purchases.
  8. Members shall not negotiate pricing for Thrift Shop merchandise.
  9. Members shall not make purchases for other members who are currently working a Thrift Shop shift.
- B.** Members shall read and sign the Conflict of Interest Policy.
- C.** Members are encouraged to report suspected self-dealing to the Thrift Shop Chairman or chapter President.
- D.** Legal consequences to members of self-dealing can be found in National Assistance League Guidelines for a Self-Dealing Policy.

**IV. Thrift Shop Finance Policies** (Reference Finance Policies X.)

- A.** Cash in the two (2) registers shall be kept separate.
- B.** Any money exchange between the registers shall be equal to maintain accuracy of register tapes.
- C.** Cash shall not be removed from any register to pay a bill or invoice.
- D.** Cash shall not be given back as a refund on any sales transaction.
- E.** Any non-working electronics purchase returned with a receipt shall be given store credit for that day or issued a gift card for later purchase.
- F.** Large denomination and excess currency in registers shall be placed in the appropriate lock box for inclusion in that day's deposit.
- G.** Register tape totals showing total cash and credit card sales, grand total of all sales and number of transactions shall be run daily on each cash register.
- H.** Two (2) persons shall be required to count the cash, reconcile with register tape totals and prepare the bank deposit.
- I.** The bank deposit and all completed paperwork shall be put in a separate dated envelope and placed in the safe.
- J.** Currency for each cash register, in an amount to be determined by Thrift Shop Procedures, shall be placed in lock boxes for the next day's business.
- K.** Deposits from the safe to the Thrift Shop checking account shall be made by the First or Second Assistant Treasurer one (1) to three (3) times per week or as necessary.