

## **Credits and Vouchers**

### **Frequently Asked Questions**

Q: How much is a credit worth?

A: Every credit is worth \$1.00 in purchasing power.

Q: How do we know how many credits we have available?

A: Each month the District President will receive a report on the number of credits each Conference has, so check with your District President.

However, a word of caution: Credit balances are a moving target because they change each time you issue vouchers based on credits. So if you're concerned about your balance, please call Laura Stauder (Acct) at 314-881-6014 and she can tell you the balance that accounting has at that moment in time. But remember, if someone has recently used credits and the receipt hasn't been turned in to accounting yet, Laura won't know that.

Q: What will credits buy?

A: Credits can be used to buy anything in the store, including mattresses, special buys, and sale items.

Q: What about delivery? Can we use credits to pay for delivery as well?

A: We encourage Conferences to talk with the neighbor about how they're going to get their purchases home. They may have a friend who has a truck or van. If that's not possible, the Conference may be able to deliver it. If neither of those options is possible, the stores will charge a flat \$25 to deliver items purchased with store vouchers approved by the Conference. Check the "delivery" box and add \$25 to the value of the voucher. And yes, you can use credits to pay for delivery.

Q: Are our credits charged for mattresses purchased through the Bed Program?

A: No. We encourage Conferences to use the Bed Program when a neighbor needs a bed. The Bed Program will provide Promo Twin or Promo Full beds. The Conference will not be charged for these beds as long as all the appropriate paperwork has been submitted and it has been approved.

Q: Can we use credits to upgrade mattresses to Queen or quilted, or ???

A: Yes. Upgrades (i.e. mattresses other than Promo Twin or Promo Full) can be paid with Conference credits or cash, or the neighbor in need must pay for the upgrade. However, that upgrade must be approved on the voucher ahead of time. Note: The Council Bed Program will only provide Promo Twin or Promo Full beds so please discuss this with the neighbor in need before they go to the store, to avoid confusion and embarrassment.

Q: Why did the Council change the discount Conferences receive?

A: Our goal is to help the Conferences get the most for their money, while at the same time simplifying the process by eliminating exceptions. So we increased the discount on furniture and also extended the discount to beds and special buys – so anything the neighbor buys with a voucher gets discounted to the Conference. Clothes are the cheapest item so the impact of the discount was relatively small. This across-the-board discount should help Conferences purchase a lot more for less.

Q: Does the discount apply to both cash and credit voucher purchases?

A: Yes – it applies to all purchases made with a Conference-issued voucher.

Q: If an item is on sale, can we get the sale price and still get the Conference discounts?

A: Yes. Again, we're trying to make things as simple and uniform as possible. So the neighbor in need can shop and purchase anything in the store, at the current price for that item – full price or sale price. If it's on a voucher, the Conference will get the discount on the amount purchased.

Q: When we price items on the vouchers, should we use the discounted price?

A: NO! Use the standard price (from the price list). The store will ring it up at the standard price. When the Accounting Department processes the voucher, they will give the Conference the discount.

Q: How do we know what dollar value to put on our vouchers to ensure the neighbor we're helping can get what they need?

A: The store price list on our website gives you some idea of how much it would cost for the neighbor to buy what they need. You may want to add a little cushion (e.g. 20%) because prices vary and we want to make sure the neighbor can get what they truly need. If in doubt, feel free to call our stores and ask.

Q: What happens if the neighbor goes to the store and wants things that aren't on the voucher?

A: It's up to the Conference to be as clear as possible on what the voucher can be used for. However, if there is any confusion, the store associates will use their good judgement – honoring the intent of the voucher, avoiding embarrassment to the neighbor in need, and trying to take care of them within reason.

Q: Can the same voucher be used in more than one store? What if one store doesn't have everything the neighbor needs?

A: A voucher is only good in the first store in which it is used – it cannot be split between two stores. If the value of the voucher is pretty large because the neighbor needs e.g. beds, furniture and clothes, there is a chance they might not be able to get everything in one store. We would recommend splitting the total amount into two vouchers so that, if they can't find what they need in one store, they can use the second voucher at a different store.

Q: If we can no longer get credits for individual donations, how can we get them?

A: A Conference can earn credits by having volunteers work in the stores or by having a Parish-wide SVDP donation drive, where SVDP provides the truck to pick up the donations. Note: If a Conference is consistently delivering multiple truck/vanloads of quality donations, the Store and the Council office have the discretion to make an exception and offer credits for the donations.

Q: Why won't the trucks pick up the left-over goods if we hold a rummage sale at the parish?

A: Our experience has been that most of the left-overs from rummage sales are left over because they aren't worth buying. They probably won't sell in our stores, and it's costly to send a truck and driver to pick them up.

## STORE CREDIT POLICY AND PRACTICE (Effective 10/1/17)

Store credits are acquired by Conferences to help those we serve get clothing, household items, and furniture they need at no cost to the Conferences. Each store credit equals one dollar of buying power.

### **ACQUIRING CREDITS:**

- 1) Donations— Parish Conferences can host a donation day (or weekend) and the Thrift Stores will put one or more trucks at the Parish which can be filled with donated items. The Parish Conference will receive store credits based on the following guidelines:

- a. Full Truck, 100% clothes \$500
- b. Full Truck, ½ clothes, ½ furniture \$1000
- c. Full Truck, all furniture \$1500
- d. Credit will also be given for ½ trucks, at half the rate above.

NOTE: *Conferences will no longer receive Store Credits for individual (non-SVDP truck) donations (whether drop off or pick up), due to the difficulty of determining value and the administrative cost of issuing and tracking credits.*

NOTE: *We will no longer pick up after Rummage Sales. Experience shows the value of those items compared to the cost of having a truck and driver pick up items is cost-prohibitive.*

- 2) Volunteers – Parish Conferences can earn credits by having volunteers work in the SVDP Thrift Stores. Volunteers must work a minimum of 8 hours/month, must designate the Conference to which their credits are to be applied, and must sign in and out electronically to document their volunteer hours. Credits for volunteer hours will be issued at the rate of \$8/hour worked.
- 3) Accounting will apply and track all Conference credits. District Presidents will receive a monthly statement of Conference credit balances.

### **USING CREDITS:**

- 1) Credits may be used to buy any item in the Thrift Store, including beds and anything the Thrift Store may have purchased as a Special Buy.
- 2) If a Conference does not have enough store credits, the Conference will be billed for the balance of the purchase.
- 3) Credits can be used at any SVDP Thrift Stores by completing a voucher which can then be used to purchase what the neighbor needs.
  - a. Vouchers must be completed correctly, including date, a description of what the voucher can be used for, the value of the voucher (in \$\$\$), and whether the voucher is to be applied against credits or to be billed directly to the Conference.
  - b. It is important that the voucher authorize sufficient funds so the customer can get what they need. Information on store pricing is available on the SVDP website at [https://svdpstlouis.org/sites/default/files/uploads/Pricing%20Guide%20for%20Vincentians%20SVDP%20Thrift%20Stores\\_0.pdf](https://svdpstlouis.org/sites/default/files/uploads/Pricing%20Guide%20for%20Vincentians%20SVDP%20Thrift%20Stores_0.pdf)

- c. Vouchers must be used within 30 days of the date the voucher was issued. Thrift Stores will not be able to accept vouchers older than 30 days.
- 4) When vouchers are processed by Accounting, Conferences will receive a 30% discount on the face value of the voucher, regardless of whether the purchase was made with store credits or cash, and for all items purchased (clothing, furniture, housewares, beds).