

## **17.51 Virtual Store Merchandise Processing**

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to follow certain procedures in the receipt, display and shipping of merchandise offered for sale on the Internet.

### Procedure:

- Annually, the Director of Retail will advise each retail store of a targeted number of donated items to be routed to the Virtual Store
- Donated merchandise of higher quality will be selected for routing to the Virtual Store
- The retail store shall include a list of items included in each shipment
- Merchandise will be delivered by a Goodwill driver and placed into a secured area of the Virtual Store until sorted
- Virtual store employees shall continually sort merchandise
- Clear pictures of each item will be posted on Shopgoodwill.com website along with a detailed description
- Items not sold within ten (10) days will be returned to the original retail store to be sold
- Unpaid sold items will be re-posted on Shopgoodwill.com
- Sold items will be placed in a separate, secured area of the Virtual store until payment is received and they can be prepared for shipping
- Sold items will be sanitized if necessary before shipping and will be packaged along with Licking/Knox Goodwill Industries, Inc. literature and packing slip