

TKS Consignor Pick-Up Guide



Pick Up Procedures – Unsold Items

Did You Donate Everything?

If you selected 100% donation of unsold items, you do NOT need to pick up anything.
No pickup appointment is required – thank you for supporting our donation partners!

• Where Do I Pick Up My Items?

- All consignor pickup takes place at the TKS Venue.
- Please enter through the designated pickup entrance, which will be clearly marked with signage.

• Staggered Pick Up Schedule (Specific Times)

- To keep pickup organized and running smoothly, unsold item pickup is offered in staggered time slots based on your role.
- Helper Pick Up– No appointment required
 - 5:30 PM – 6:00 PM: Helpers with Shift 3 & Shift 4
 - 6:00 PM – 6:30 PM: Helpers with Shift 1 & Shift 2
- Consignor Only Pick Up (No Helper Shift)
 - ⚠ Appointment Required in My Sale Manager (MSM)
 - 6:30 PM – 7:00 PM: First pickup time slot
 - 7:00 PM – 7:30 PM: Second pickup time slot
- General Pickup Window
 - 7:00 PM – 7:30 PM:
 - Available for anyone who was unable to pick up during their assigned time slot

🕒 Important Reminder

- Please arrive during or after your assigned pickup time whenever possible.
- Staggered pickup helps keep aisles clear and the process moving quickly for everyone.

• How Do I Pick Up My Unsold Items?

○ STEP 1: Find Your Bin

- At drop-off, you should have left a bin or tote clearly labeled with your consignor number written LARGE on all four sides.
- Look for floor signage with large capital letters and number ranges (example: A: 1–25)
- This means consignors with numbers 1–25 will find their bins behind the letter A
- Your resort code letter is printed on your tags
 - If you're unsure of your letter, a helper will be happy to assist

🔍 Important:

- Check the floor around your bin – items may have fallen out during breakdown.

○ STEP 2: Check the Large Item Area

- All items that do not fit inside bins will be placed together in a designated large-item area.
- Be sure to check this area carefully for your items.

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○ STEP 3: Check the Lost Tag Area

- A Lost Tag Area will be available for items that became separated from their tags.
- Photos of lost-tag items may be shared in advance to help you identify your items
- If you find an item that belongs to you:
- Complete the “Missing Items Log” on the clipboard before removing the item
- If you are not 100% certain the item is yours, please leave it

○ STEP 4: Double-Check Process

- Before leaving, all bins are checked one final time.
 - Bin Has a TKS “Thank You” Label:
 - Your bin has already been double-checked – you may proceed to checkout.
 - No Label:
 - Please wait while a helper reviews your bin.
 - While waiting, help us by quickly looking through your items and flagging anything that may not belong to you.

○ STEP 5: Checkout Table

- Before exiting, stop at the checkout table so we can:
 - Verify your pickup
 - Check you off the consignor list
 - ✓ This step is required for all consignors.

*Additional Notes

- Pickup layout may vary based on remaining inventory
- Donation boxes will be available for any items you choose not to take home

