

# TKS Questions & Answers: Helper



## Do you have questions about Being a TKS Helper, Consignor, or Shopper?

We have answers for you! Can't find what you are looking for? Email us: [terikidzconsign@gmail.com](mailto:terikidzconsign@gmail.com)

### TKS Helper Q & A

- **What is a TKS Helper?**
  - A TKS Helper is someone who works a shift before, during, or after the sale to help our event run smoothly. Helpers receive early shopping perks, exclusive presale access, and play a vital role in making our sale a success!
- **Do I need a Drop-Off Appointment if I'm a Helper?**
  - It depends on your helper shift and your item count.
    - If you are a Consignor AND a Helper with an Early Presale Shift (before 12PM Thursday):
      - 300 items or less: Arrive 30 minutes before your shift OR stay after your shift
      - Over 300 items: YES – you must schedule a drop-off appointment in MSM
    - If you are a Consignor ONLY (no helper shift) or you have a Helper shift AFTER 12PM Thursday
      - YES – please schedule a drop-off appointment in MSM.
- **When do Helpers shop?**
  - Helpers shop during our Early Presale, which offers the earliest access to the entire sale—before Consignors, VIPs, Parents & HEROs, and the general public.
- **What are the Helper Shifts like?**
  - Helper shifts are fun, fast-paced, and essential to keeping the sale running smoothly. Tasks may include:
    - Heavy lifting – unloading trailers and setting up the venue (a great “DAD Shift”)
    - Inspecting clothing, toys, shoes & more
    - Organizing clothing, toys, shoes & more
    - Assisting with consignor check-in
    - Straightening racks and tables
    - Helping customers
    - Tear-down at the end of the sale
  - We match you to areas where you are comfortable and provide clear directions—no prior experience needed.
    - We do have tasks for our pregnant mamas!
- **How long are Helper Shifts?**
  - Helper shifts are available in 4-hour increments, and you may choose as many as you'd like. Some premium shifts offer extra early shopping perks.
- **Do I need any special information?**
  - When you sign in, you will need the consignor number that is receiving credit for the helper shift.

- **What perks do Helpers receive?**
  - Helpers get exclusive early access to the sale—giving them first pick on the best deals, rare finds, and high-demand items. Additional perks may include:
    - Priority shopping times
    - Increased consignor earnings
    - Opportunities for bonus presale passes
    - Special access depending on number and type of shifts
- **Can I bring my children while I help?**
  - For safety and efficiency, children may not accompany you during your Helper shift.
    - Nursing infants are allowed to accompany their parent.
- **What should I wear/bring to my shift?**
  - Wear comfortable clothing and shoes. The venue is large, and you'll be moving!
  - TKS provides water and snacks.
  - If you have a specific beverage/snack preference or dietary restriction, please bring your preferred beverage/snack.
- **Do I need to arrive early?**
  - No, you do not need to arrive early.
  - Please arrive at your scheduled start time and be ready to check in when your shift begins
- **What happens if I arrive late to my helper shift?**
  - If you arrive late, please plan to stay and complete the full length of your shift.
- **What if I need to change my shift?**
  - We rely on our Helpers and create the Helper Schedule based on the specific needs of the sale.
  - Before signing up for a shift, please make sure the time works for your schedule. We understand that emergencies happen, but we ask that you make every effort to complete your shift.
    - You may change or update your helper shifts in MSM until the Friday night before Set-Up Saturday.
    - If you sign up for a Snack/Meal Shift, please do not cancel—these shifts are essential to feeding our staff during the busiest parts of the week.
    - Once the system closes, if you cannot make your shift, please notify the team as soon as possible so we can adjust.

# TKS Helper Q & A Continued

- Can I help even if I am not a consignor?
  - YES! You do not need to consign in order to volunteer. Many community members help simply for the early shopping perks.
- Where do I sign up to be a Helper?
  - If you are a consignor:
    - Sign up for helper shifts through your My Sale Manager (MSM) account.
  - If you are not a consignor:
    - Create a Helper-Only account in MSM to register and choose your shifts.
- Choose your preferred day/time—shifts fill quickly, so don't wait!
- Who can work a helper shift so I can receive credit under my consignor number?
  - Helper shift credit is applied to your consignor number only when the shift is worked by an immediate family member who lives in your household. Shifts worked by friends or extended family cannot be credited or transferred.
- I am a helper and have someone who wants to shop with me. How can we shop together?
  - You have two options:
    - Both register as helpers: The other person can sign up to be a helper and work a helper shift
    - Share your pass: If you work multiple helper shifts, you may split your earned shopping pass and share it so you can shop together.
- What if I can't find a helper shift time that works for me?
  - Email us! We will do our best to find something that fits your schedule.
- What if I show up late or miss my shift?
  - Please make every effort to be on time. We rely on helpers at the designated times to keep the sale running smoothly.
  - If an emergency occurs, contact us as soon as possible. Missing a shift may affect your presale shopping time and consignor earnings, but we will always try to work with you to find a solution.
- Who do I contact with Helper questions?
  - You may contact us through:
    - Email: terikidzconsign@gmail.com
    - During sale week: Facebook in the TKS Chit Chat group
- Helper Shift Availability
  - When you register, Helper Shifts may not be open yet.
  - Watch for updates in:
    - The TKS Chit Chat Facebook Group
    - Email updates
    - Text messages
      - Helper Appointment Scheduling
      - Need help finding a shift that works for you?
  - Let us know ASAP – we WILL make it work!
    - terikidzconsign@gmail.com

- How do helper hours affect my shopping pass time?
  - Shopping pass entry times get earlier for every 4 hours you help.
- What if I earn more than 4 total helper hours?
  - If you earn more than 4 helper hours, you may choose how to use them. You can apply all of your hours toward one earlier-entry pass or split your hours into multiple passes so others can shop with you.
- Can you give an example of how passes can be divided?
  - 8 hours = one 8-hour pass or two 4-hour passes
  - 12 hours = one 12-hour pass, one 8-hour + one 4-hour pass, or three 4-hour passes

| TKS Consignor Earning Percentages + Helper Options              |                                  |                   |                               |
|---|----------------------------------|-------------------|-------------------------------|
| PERKS   | MAXIMIZE Earnings & Shop EARLIER | Shop EARLY Friday | % of Consignor Sales YOU EARN |
| 5 Helper Shifts (20hrs)<br>*Must include 1 Sort Shift.          | Shop @ 2pm                       |                   | 75%                           |
| 4 Helper Shifts (16hrs)<br>*Must include 1 Sort Shift.          | Shop @ 2:30pm                    |                   | 72%                           |
| 3 Helper Shifts (12hrs)<br>*Must include 1 Set Up or Sort Shift | Shop @ 3pm                       |                   | 70%                           |
| 2 Helper Shifts (8hrs)  | Shop @ 3:30pm                    |                   | 67%                           |
| 1 Helper Shift (4hrs)   | Shop @ 4pm                       |                   | 65%                           |
| Consignor Only  | Shop @ 5pm                       |                   | 60%                           |

## TKS Helperz: How to Clock in and Out

Welcome to your Helper Shift! Please check in with Dannie or a Team Leader.

 **IPad: Time Keeper Home Page**

To get started: Choose Consignor/Helper

**TKS MOORESVILLE**

Don't Forget: You Must Clock in & Out

**Consignor/Helper Time Keeper**

Mooresville Spring 25 Helper Hours

\* Indicates required question

Name (First and Last - Name used to register in MSM)

Consignor Number (the consignor number receiving credit for this shift. Use 0 if Helper ONLY)

Did you register for this shift in MSM?

Did you sign in with Dannie or a Team Leader?

Do you want to Clock In or Out?

\*Consignors- use the name you registered under  
\*Helper Only- use your full name  
\*Spouse or Family Member- Use your OWN Name

\*Consignor Number  
\*Consignors- Enter YOUR consignor number  
\*Helper Only- Enter 0  
\*Spouse or Immediate Family Member- Consignor number of the person receiving credit for this shift.

Did you Register for this Shift in MSM?  
Yes: You registered for this shift in MSM  
No: You did not register for the shift, you are adding a shift

Did you sign in with Dannie or a Team Leader?  
Yes: You checked in with Dannie or a Team Leader  
No: You did not check in with Dannie or a Team Leader, Please do so now.

Clock in: You are starting your Helper Shift  
Clock Out: You are ending your Helper Shift

**Don't forget to Submit!**