

# Restock and Recovery Guide

Updated March 18, 2025

Restock and recovery is critical to our weekly routine to maintain our inventory on the sales floor. Without restocking and recovery we would get backed up in lots of areas and the sales floor would deplete quickly. This ensures our customers always have a wide variety of supplies to choose from in a clean and tidy store.

## Restock

1. Once items have been priced with a pink price sticker they are put into a bin with a label that says "Priced and Ready For the Floor."
2. These bins are placed on the grey shelves in the processing room near the cleaning supplies closet.
3. The most common way to restock is to take one of the priced and ready bins, place it in an empty shopping cart from the donation room and wheel it around the sales floor to where you need to restock each item. There really isn't a right or wrong way to restock. We just ask that you save the black carts at the front of the store for customers. Another option is to pre-sort the supplies on a table and take them around the store a little at a time without using any shopping cart. We do have several extra baskets that could be used for this.
4. Sometimes when stocking the sales floor you may come across an item that does not have a matching bin on the sales floor. If you need to, you may grab a new bin from the shelves behind the Donation Processing Center door to use for that item(s). Please keep in mind we don't have room on the sales floor for every single individual thing we get to have its own bin. If there is a bin that makes sense for it on the sales floor already please put it in there.
  - a. If you do happen to put a new bin on the sales floor it is going to need a new printed label so customers know what is inside. Please write what the label needs to say on a post it note or scrap piece of paper and tape it to the bin. Please also leave a note on Sarah's desk saying what labels need to be made. Please do not hand write on the green labels to use on the bins.
5. If you come across a bin on the sales floor that is completely empty please leave it on the sales floor. This makes it easier for restocking in the future if we get that item donated again.

## Recovery

1. Recovery is the term we use for straightening or tidying up the sales floor, products, and shelves. Think "recovering" from a busy day. Some examples of this include:
  - a. Organizing what is in each and every bin
  - b. Putting things that are in the wrong place back in the correct place
  - c. Making sure the bins on the sales floor have lids and are not over flowing
  - d. Making sure the bins have a green label or the correct label and are facing forward
  - e. Fixing a display or fixture to make it full and abundant
  - f. Dusting and sweeping the sales floor

2. Recovery can be done as its own task but a lot of these things can also be done while restocking the sales floor.
3. If a new bin is needed on the sales floor the bins to use are behind the door of the Donation Processing Center. We have 3 sizes of bins. Small, medium and large.
4. If a green label needs to be created for a bin please let management know.

