

Card Buying Procedures – For all staff

1. Card buys are set up via the online form. <https://gnomegames.com/sell-us-your-cards/> NO EXCEPTIONS. This allows us to collect important personal and collection information we need to document the purchase. Be firm but polite.
2. Store managers set up card buys. They will assigned trained staff to evaluate collections and make offers. All online forms must be answered within 1 business day!
3. **Buy Budget** – is on the Card Buyer Reporting Form <https://forms.gle/DPvEvWGWT8Yy8D136> Any exceptions to your weekly buy value listed MUST be approved by Pat only. Budgets are established based on historic sales in your stores. When you sell more your budget will increase
4. When the customer arrives we ask the following questions. If the answer to any of these questions is no – we cannot make an offer to purchase.
 - a. Are they 18? If not – we cannot buy their cards for any reason without a parent or guardian present
 - b. Are they selling their (or their child's) own cards? If no they don't own the cards and we can not purchase them.
 - c. Do they have a valid photo ID (state id, Drivers license, military id – NO SCHOOL ID). If no ID for the person selling the cards is present, we cannot make an offer
5. If the answer to all the above is yes have the customer fill out the top portion of the "Gnome Games Used Merchandise Purchase Form" – It is important to have the customer fill out their name and information and we validate it
6. Verify all the information they present matches their ID (along with their picture) BEFORE you start the evaluation
7. Determine if the customer would like cash or store credit BEFORE you make the offer. You can always tell them credit will be this, cash is this and adjust afterwards but knowing what they are looking at helps make the process flow smoother
8. Have the customer present the BULK cards they wish to sell by category
 - a. WE DO NOT SORT COLLECTIONS FOR THE CUSTOMER
 - b. As customer gives you cards for a section – pull our current bulk rates from the card purchase form webpage. . <https://gnomegames.com/sell-us-your-cards/> Fill in the info as you add their cards to the form.
 - c. Cards must be in Near Mint condition – we do not purchase any cards that are played (with VERY FEW exceptions for very high end cards – card purchase specialists must approve these)
 - d. Verify what type of bulk they are presenting (quick flip through)

- e. As you add cards to the form, collect them and keep them separate – label them with type of bulk that they are. Keep in mind the remaining budget as you proceed.
 - If the amount you are paying out reaches your budget, let the customer know we cannot purchase more of their collection at this time.
 - REMEMBER: We CAN supplement our store credit budget from our cash budget but we CAN NOT use our store credit budget for cash purchases.
 - f. Quick measurement tip – 1" = 90 cards for huge collections
9. Once all BULK is checked and totaled proceed to the NON-BULK section.
 - NON bulk is any POKEMON that is \$4 or more or Magic and Yu Gi Oh that's TCG Mid value is \$5 or higher.
 - Scan all NON-BULK into the TCGplayer app set to Mid pricing. Discard all items that are worth less than the Non Bulk value from your list. Do not keep any \$2 - \$2 cards in TCG Price offer.
 - Once all cards are scanned (or budget is met) multiply the total by .30 for cash sales or .35 for store credit sales. Record the total on the form.
 10. Once all cards are in – let the customer know their total. This is a take it or leave it offer. We don't go up. Customer can say I'll take the bulk and not the other things etc. If they do simply line these out on the form and not Did Not Purchase
 11. Complete the Transaction in POS. Customer Must Be added to our system with:
 - name, DOB, address, email, Phone number, DL or ID number (in notes field) The transaction is always a return purchase of the appropriate individual cards with either a cash payout or Gold Card purchase to balance the transaction.Please verify customer information if they are already in our system. Adjust any contact information in our system and make a note on the customer in POS when you do this. All transactions are separate. Do not do a Card Buy and a purchase of a Booster Pack on the same transaction!
 12. Complete the Used Merchandise Form. Make sure the Transaction information is listed properly! The form follows the cards all the way to the warehouse.
 13. Send the TCG Player List to cardbuy@gnomegames.com put the receipt number, store code, amount paid and buyer in subject line. Remember to have your tablet set to send values!
 14. Fill out the WEB Form For purchasing. Include ALL information and submit it.
<https://forms.gle/DPvEvWGWT8Yy8D136>
 15. Cash is paid out from the til, Store credit is put onto a gift card (we do not do purchases as part of larger sales – they must use the cash or store credit in a different transaction.

16. Managing the purchase.

- a. All purchases MUST be inventoried before selling an singles. This should be done on the back of each form.
- b. In store pulling from a buy must be done by a different staff than made the purchase. These cards values are noted on the back of the buy record. This must be done within 3 days of purchase.
- c. No commons or uncommons are sorted at a store. Any cards quickly pulled for binders are noted on the sheet.
- d. After 5 days the remainder of the collection is sent to WHS with TRF's for processing. No exceptions. The Intake form must accompany the collection.
- e. If all cards purchased are put into store binders or cases the form should be noted by the store manager on the back and included in a deposit envelope.
- f. Warehouse will intake, process and complete the valuations. Completed forms after intake are put in the Mailbox for Pat to review.

17. Records -anything that identifies a collection should be noted on the Card Buy Tracking Form in the collection notes section. 3 Blue Binders with Pikachu stickers, 5 Deck Boxes with cards in pink sleeves etc. so that if we get asked we can identify the collection by what they are stored in.

- a. POS Sales Records are maintained for 7 years
- b. Card Buy Forms are retained for 1 Year

18. When can we sell the buy? We do not sell for 5 business days after a purchase. Stores have 5 days to pull case and binder cards, then the remainder of buy should be transferred to the warehouse with the Card Buy Tracking Form.