

## GUIDELINES FOR PROCESSING CONSIGNMENT ORDERS

### INSTRUCTIONS FOR CHECKING THE MATERIALS RECEIVED

1. Count materials as cartons are opened. Packing lists will be included in the envelope with all the consignment order processing forms, contained in **Box 1**.

If you should receive damaged cartons and materials, call the Mission Resource Center immediately to report the damage. We will file a claim with UPS for the damaged items. Keep the carton, all packaging and damaged materials. UPS may send someone to inspect the damage.

If the MRC Returns Department receives damaged cartons and materials, we will call you to report the damage. It is your responsibility to contact UPS and file a claim for the damage. MRC Returns will make the damaged materials available for inspection by UPS. Please send the amount of any claim settlement to the address, **Remittance for Consignments, Mission Resource Center, to be credited to your account**.

2. Count unsold materials at the close of the event. Free material is not to be returned.
3. The number of each item sold should be entered in the “**Number Sold**” column on the packing list. This figure should be the difference between the “**Number Received**” and the “**Number Returned**”.
4. Carefully pack all items to be returned. If multiple cartons are returned, number each carton. Example: #1 of 3, #2 of 3 and #3 of 3. Labels are enclosed in the packet for returning materials to the Mission Resource Center via **UPS**.

### INSTRUCTIONS FOR COMPLETING OTHER FORMS IN THE PACKET

1. The remittance for total sales and the **Consignment Accounting Forms** should be returned to the Mission Service Center within **one week** after the close of the event. Complete the **Consignment Accounting Forms**. Keep **your file copy** for your records. **Return** the MRC copy with a check for total sales, made payable to the Mission Resource Center. Return both in the envelope provided in the packet, to the address for remittances for consignments. Items returned for credit should be carefully packed and shipped to arrive within **30 days** after the event.
2. Complete the **Return Shipment Form** and place it in **Box 1** of the cartons of materials being returned to the Mission Resource Center. Mark “Return Shipment Form” on the outside of the carton and ship to the Mission Resource Center shipping address, below. Please number boxes (i.e., 1 of 4, 2 of 4, 3 of 4, 4 of 4). If paperwork is not returned with the order, the order cannot be processed and may freeze your account.

**MISSION RESOURCE CENTER  
1221 PROFIT DRIVE  
DALLAS, TX 75247-3919  
1-800-305-9857**

If you have questions, please call the Mission Resource Center, 1-800-305-9857, or e-mail: [cs@missionresourcecenter.org](mailto:cs@missionresourcecenter.org).

## RETURN POLICY ON CONSIGNMENT ORDERS FROM THE MISSION RESOURCE CENTER

1. All materials that were not sold (excluding FREE items) must be returned to the Mission Resource Center to arrive within **30 days** after the event/meeting is over. Any consignment merchandise not received at the Mission Resource Center within that 30 days will become non-returnable. At that time, the unit that ordered the material will be required to pay for any items not returned.
2. If a second event will occur within **six weeks** of the first event (except at a year end), the Secretary of Program Resources can arrange with the Mission Resource Center to keep the sale items for the second event. Arrangements must be made in advance. Should this occur, the remittance for total sales from the first event and the Consignment Accounting Form should be returned to the Mission Resource Center within **one** week after the close of the first event/meeting. NOTE: Supplements to the initial order for the second event will bear the same order number as the original order, with an **S** for **S**upplement (i.e., 32996S1, 32996S2, etc.).
3. Unused materials from a conference event cannot be “transferred” to a district event’s account. The district may purchase unused materials from the conference event; however, materials purchased and not sold by the district cannot be returned to the Mission Resource Center.
4. Under no circumstances should unused materials from a district event be taken to a subsequent conference event for sale.