

2007 APPL Convention Buyers Forum Notes

Vendors

- Apparel company – made mistake on order; discount should be offered
- Don't be afraid to ask for what you want – Vendors/Cooperating Associations all have goal of supporting public lands.
- Lack of communication with vendors – Price changes; orders that come in wrong.
- Backorders – negotiate freight. Credit? Free freight? How much to order for 90 day net? No back order accounts?
- “Cold” – Space issues; clear communication with vendors; damages – working with vendors
- Using companies that do reprints/printing on demand
- Challenges of working with vendors who produce handmade items

Remote stores

- Off site stores – mission related products in commercial locations
- Managing satellite stores
- Managing online sales
- Working with others in the community
- “Garage Sale” with other nonprofits in the area to sell off damaged/old inventory

Inventory Control

- Specialized stores but still providing mission – lots of inventory but lack of space
- Lack of technical support systems – slow Internet; makeshift inventory management systems
- IT systems that work with accounting department and multiple outlets
- “Hot” POS system – Retail Pro
- Inefficient POS & inventory systems
- POS systems that talk to each other

Shipping

- Location challenges (i.e. Alaska)
- Freight – specified shipping contracts vs. using other freight. Partnerships?
- Shipping – problems with shipments being held by Fed Ex (call local contractor)

Buying

- Buying “on the fly”
- Consumer behaviors
- Size vs. buying power – negotiating discounts
- Training needed (retail)
- Where to find product
- Buyer/Mngr combined position

Partner relations/Site specifics

- Scope of Sales – ANHA has worked out ways to get products through the process
- Concessions – relationship with them; choosing stock (“hot” & “cold”); selling to concessions
- Working closer with concessionaires – figuring out niche
- Natural disasters
- Name of Store? – Bookstore? Park store? Museum Store? Talk with partners to help decide?
- Developing products from activities conducted by agency partners (example – BLM Photo Contest → Calendar)
- Short seasons – Isle Royale – 6 weeks
- Challenges with getting products approved – lack of consistency in approvals
- Location challenges – finding creative ways to be more of a physical presence
- Visitor Center with store integrated into it. – Staffing/customer service issues