



GPI POLICY - Pitkern Artisan Gallery On-line Store Operations

References:

Laws Of Pitcairn, Henderson, Ducie and Oeno Islands

Immigration Control Ordinance of the Laws of Pitcairn, Henderson, Ducie and Oeno Islands

Background:

The Pitcairn Island border closed to all visitors on March 31st 2020. This resulted in the land-based Pitkern Artisan Gallery closing. Its store space became an order fulfillment warehouse for a new on-line Artisan Gallery, which was established in Sept 2020, under the authority of Council, the Pitcairn Public Service and the Pitcairn Islands Office (PIO) in Auckland. A land-based Pitcairn Artisan Gallery will not be re-instated, in the foreseeable future given Pitcairn's current capacity.

Rationale:

The on-line Pitkern Artisan Gallery was developed and implemented by the GPI Tourism Depart (TD) within its 2020 - 2022 Covid-19 Business Continuance plan. It has proven to be successful in extending Pitcairn's market reach and generating income for normally resident, registered Artisans and the GPI.

Objectives:

The following procedures and activities guide the efficient management, service delivery and accounting practices of the on-line Pitkern Island Artisan Gallery.

Definitions:

The Gallery - refers to the on-line Pitkern Island Artisan Gallery.

Normally Resident Artisan - refers to those who have right of abode and who normally live on Pitcairn Island. This status qualifies them as a Normally Resident Registered Artisan, able to sell product via The Gallery.

Normally Resident Artisan - also refers to new migrants who, having been granted settlement by the Governor, normally live on Pitcairn Island during their 2-year settlement period and beyond, i.e., having been granted permanent residence status.

New Migrants who, after having been granted permanent residency at the conclusion of their 2-year settlement period, choose not to normally reside on Pitcairn Island for more than 2 years total, during any 5-year period, lose their permanent resident status (See s 14 Immigration Ordinance)

At this time, they no longer qualify as a Normally Resident Registered Artisan and will not be able to sell product via the Gallery

Registered Artisan – refers to those who have been allocated an Artisan Supplier ID for data management and payment purposes.

Abbreviations:

GPI – Government of Pitcairn Island

PIO - The Pitcairn Island Office based in Auckland, NZ



GPI POLICY - Pitkern Artisan Gallery On-line Store Operations

ACTIVITIES

1. The On-line Gallery Structure & Financial Management

- 1.1 The Gallery operates within the Pitcairn Public Service, via Tourism Sales & Marketing, in accordance with the requirements of the Administrator, the Division Manager of Finance and Economics and the PIO Financial Controller.
- 1.2 Funds generated by The Gallery are paid by Shopify into the PIO via a dedicated Westpac Bank Account number, established by the PIO Financial Controller for that purpose.
- 1.3 The Gallery is staffed locally, via an Order Fulfilment position and the Tourism Sales and Marketing Travel Coordinator.
- 1.4 Tourism Sales & Marketing provides the PIO with deposit alerts when Shopify pay out.

2. Staff Conduct

- 2.1 Staff are friendly and courteous to customers, one another and suppliers at all times.
- 2.2 Staff do not manage their own inventory and inventory records in isolation.
- 2.3 Staff members personal inventory and inventory records are noted, filed and available for audit at all times.
- 2.4 Staff found to be or suspected of committing a Gallery related criminal offence will be reported to the Police Officer for investigation and/or suspended from duties until the investigation is complete.
- 2.5 Staff found to be guilty of theft, fraud or another serious offence relating to The Gallery's operations, will no longer be contracted by the Pitcairn Islands Tourism Department. Their dismissal will be managed by the DM F&E and the Administrator, in accordance with GPI Employment contracts, policy and guidelines.
- 2.6 Staff ensure product and service-related disputes between Artisan suppliers and The Gallery are managed promptly and settled in good faith should no further investigation be required.
- 2.7 When necessary, product and service-related disputes between Artisan suppliers and The Gallery will be referred to the DM Finance & Economics and/or Administrator.

3. Auditing

- 3.1 The Gallery participates in a quarterly audit via the GPI Audit team, on a day and time determined by the Island Auditor and/or other delegated authority.
- 3.2 The GPI Audit Team provides the DM F&E with a monthly audit programme which Gallery staff will adhere to.
- 3.3 Independent support persons may be assigned to Gallery Staff, by the Audit Team, during a stock-take.
- 3.4 The DM Finance & Economics ensures auditor/s have unobstructed access to;
 - Gallery Supplier Stock
 - Gallery Purchase Order records
 - Gallery Fulfilment records
 - Gallery Postal records
 - Gallery/Shopify Analytic Reports

4. Stock & Inventory Control

- 4.1 Inventory is managed via both Local Artisan and Shopify data bases at all times.
- 4.2 Staff undertake random stock and inventory checks between monthly audits.



GPI POLICY - Pitkern Artisan Gallery On-line Store Operations

- 4.3 Notification of all incoming and outgoing inventory, between Order Fulfillment and Sales & Marketing is managed by receipted email and recorded electronically.
- 4.4 All products submitted for sale by local suppliers is inspected for damage before acceptance and may be returned for repair prior to being listed.
- 4.5 Items damaged following acceptance are the responsibility of The Gallery. Damaged products in the care of the Gallery, deemed beyond repair will entail the supplier being notified and reimbursed, at their asking price, via the GT Office, at the next available end of month balance.
- 4.6 Adjustments to inventory records, stock or pricing is undertaken only by Order Fulfillment and Tourism Sales & Marketing. All adjustment records are held electronically with copies being sent to suppliers.

5. Products Submission & Inventory Management

- 5.1 Each Artisan supplier or group supplier is registered allocated an Artisan ID number via the Local database. The Artisan's ID is used in the Shopify database to identify and allocate sales.
- 5.2 It is the responsibility of the supplier to regularly check the sales status of their on-line products.
- 5.3 It is the responsibility of the Artisan Supplier to contact Gallery staff make submission of new and/or existing products to the inventory.
- 5.4 New and/or existing stock submissions will not be accepted without a signed Stock Submission form, available electronically or in hard copy.
- 5.5 When new and/or existing stock is added, uploaded and live, the Artisan supplier receives an electronic Inventory Receipt.
- 5.6 Artisan Suppliers may request inventory adjustments or stock withdrawals via either Order Fulfillment or Tourism Sales and Marketing. Each informs the other and documents the adjustment before providing the Artisan Supplier with an adjustment receipt.
- 5.7 A full In-stock Inventory report, listing all products held at The Gallery is available to a registered Artisan on request.
Any item withdrawn from stock must be listed on the Stock Withdrawal Form, which must be signed and dated by the Artisan. Stock can only be withdrawn by the Artisan account holder, and must be collected, in person, at the Order Fulfillment Center.
- 5.8 Artisan Suppliers may request inventory adjustments or stock withdrawals via either Order Fulfillment or Tourism Sales and Marketing. Each informs the other and documents the adjustment before providing the Artisan Supplier with an adjustment receipt.
- 5.9 A full In-stock Inventory report, listing all products held at The Gallery is available to a Registered Artisan on request.

6. Local Sales & Payment

- 6.1 From time to time The Gallery Order Fulfillment Centre is opened to individuals wishing to make local purchases. Product sold are listed by Order Fulfillment. Notification of the sale and relevant SKUs are emailed to Tourism Sales and Marketing for customer billing and inventory adjustments. The customer pays for their purchase, on invoice, via the GT Office.
- 6.2 Suppliers whose products are sold as a 'Local Sale' are paid their asking price, via the GT Office, at the next end of month balance.



GPI POLICY - Pitkern Artisan Gallery On-line Store Operations

7. Postal Returns and Refunds

- 7.1 Undelivered mail which has been returned to the island is collected by Order Fulfillment for assessment. Order Fulfillment provides Tourism Sales & Marketing with adjustment details for data management and customer communications.
- If items returned are intact – the customer is contacted to check address details and their order is resent at no cost to the customer, if requested.
If the order is not resent the items returned become the property of the Pitkern Artisan Gallery. Order Fulfillment lists the returned items as Gallery property and advises Tourism Sales and Marketing of the SKU adjustment requirements.
 - If items returned are not intact – the customer is contacted to check address details and advised their order has been returned to the island in damaged condition. A replacement order will be generated at no cost to the customer, if requested.
 - Damaged items are listed as Gallery property, held at the Order Fulfillment Centre and written off the data bases.
- 7.2 The Gallery pays Artisans for items used to replace those damaged in postal returns.
- 7.3 All items returned to the Gallery, become the property of the Pitkern Artisan Gallery, not the Artisan.
- 7.4 Short notice order cancellations and refund requests, which cause inconvenience for Post Office management and on-line customer services, the following applies:
- Customers can cancel within 5 days of placing an order for a full refund provided the purchase has not been successfully dispatched and posted via the Pitcairn Island Post Office and logged for shipment from Pitcairn to NZ.
 - The Gallery does not provide refunds for items successfully posted and shipped from Pitcairn to NZ unless the customer provides evidence of damage.
 - When required, refunds from the Gallery cover the cost of Gallery products only. Costs associated with postage or shipment are not included.
 - The information within 7.4 is plainly available at the gallery in the on

8. Pricing

- 8.1 The Gallery does not purchase products out-right from local suppliers for resale.
- 8.2 Artisans advise The Gallery of their US\$ asking price when they fill out a Gallery Product Submission form.
- 8.3 All products sold at The Gallery incur a 10% mark-up to cover The Gallery's overheads. This is calculated electronically via the local data base and is included in the on-line price. International postal costs are calculated electronically, on-line, at check out. Postage at the Pitcairn Island Post Office is therefore prepaid, via PIO financial coding.
- 8.4 Rounding for, GT purposes, is actioned via the local data base, as follows:
1– 4 Round down & 5– 9 Round up

9. Record Keeping

- 9.1 The Gallery maintains sales data records via both the Local and Shopify databases.
- 9.2 Gallery electronic records are backed-up & Order Fulfillment hard copies filed.
- 9.3 Order Fulfillment maintains the Postal Records Spreadsheets and submits to Tourism Sales & Marketing, after the Mail leaves the island, to assist slow delivery enquiries.



GPI POLICY - Pitkern Artisan Gallery On-line StoreOperations

- 9.4 Tourism Sales & Marketing works with the Tourism Trade Rep to maintain Shopify records (accessible via Shopify Analytics) and inventory back-up.

10. Marketing The Gallery

- 10.1 The Gallery is marketed by Tourism Sales & Marketing via these outlets and platforms:
- Local Welcoming pack to tourist and visitors
 - Cruise call communication and lectures.
 - Business card handouts on trading tables
 - The Tourism Facebook page
 - The Visit Pitcairn Tourism Website
 - The Pitcairn Island Government Website

11. Payment Receipts and Financial Management

- 11.1 Shopify sales payments to The Gallery are generated electronically and delivered to Tourism Sales and Marketing as payment deposits occur.
- 11.2 Each deposit receipt is forwarded to the PIO for hard copy records keeping
- 11.3 Data pertaining to Shopify orders and sales payments is available via Shopify Analytics.
- 11.4 It is the responsibility of the PIO to include end of year financial management information to its Auditors as required.

Date Policy last reviewed: June 21st 2023
Date for Policy's next review: Dec 21st 2023