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- Trilla Miller

**Natrilla (Trilla) Miller**  
Flip Flop Consignments  
59 A. West Hanover Street  
Gettysburg, PA  
Adams County

[www.flipflopconsignments.com](http://www.flipflopconsignments.com)

**Industry:** Retail & Consignment

**Year Founded:** October 2009

**SBDC Assistance:**  
Start-up, Business Plan, Financing

**Additional Partners:**  
M&T Bank

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## Maybe You Will Find It... At Flip Flop Consignments

Trilla Miller knew she had the necessary office management skills, an understanding of buying and selling used items, and a host of interested consignors in the area. Yet she also knew starting her own small business would present many challenges. In terms of opening a consignment store, Miller commented, "It was something that I had wanted to do for a very long time. I had done resale on the side, from my house and with things going well, I decided I wanted to try it full time."

With a clear vision for a business, and a referral from the Adams County Career Link, Trilla contacted the Shippensburg University Small Business Development Center (SBDC). She worked closely with SBDC consultant Cheryl Young, to write a comprehensive business plan and develop detailed financial projections to aid in the budgeting process. Additionally, she says, "Cheryl helped me with tax questions, where to go to fill out necessary forms for registration, and how to get my business license."

In October 2009, after completing all of the necessary start-up tasks, securing financing, and obtaining a location for the store, Trilla and husband, Scott Miller, opened Flip Flop Consignments. Since its initial opening, Flip Flop Consignments has provided consignors and customers from the Gettysburg area with a clean, organized, family friendly environment where they can buy and sell a broad range of items.

The store currently has over 7,000 items in stock, including men's, women's, and children's clothing. Other lines they carry include home décor items, children's toys, household goods, and baby items. Customers can expect a great variety with the large range of lines. Perhaps their website best captures the store's variety; it reads, "you never know what you will find at Flip Flop Consignments."

What you will find is that Trilla strives to price all inventory to sell fast and allow for a good selection, while making money for the consignors. There is no question that she has been able to do just that, as she has seen her number of consignors grow from 50 to 250 in a mere six months.

Trilla acknowledges her appreciation for the guidance she received from the SBDC, whose assistance helped her turn her side hobby into a promising new business. Reflecting on the consulting received, she says, "It was nice to have the follow up that Cheryl provided. If I called she was there, or she called me back quickly. She even stopped in to see the store and the interaction has continued even since we've opened."