

Picture Process Maps (PPM)

Retail Donation Center (RDC)

Procedures and Guidelines

PURPOSE

This Picture Process Map (PPM) for the Retail Donation Center (RDC) will show the steps for donor experience, handling donations, sorting items and stacking Gaylords, truck loading, and communicating pick-up needs with the Transportation department. In addition, this PPM will explain basic maintenance tasks to keep the donation center running smoothly.

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Required PPE, Tools, and Equipment

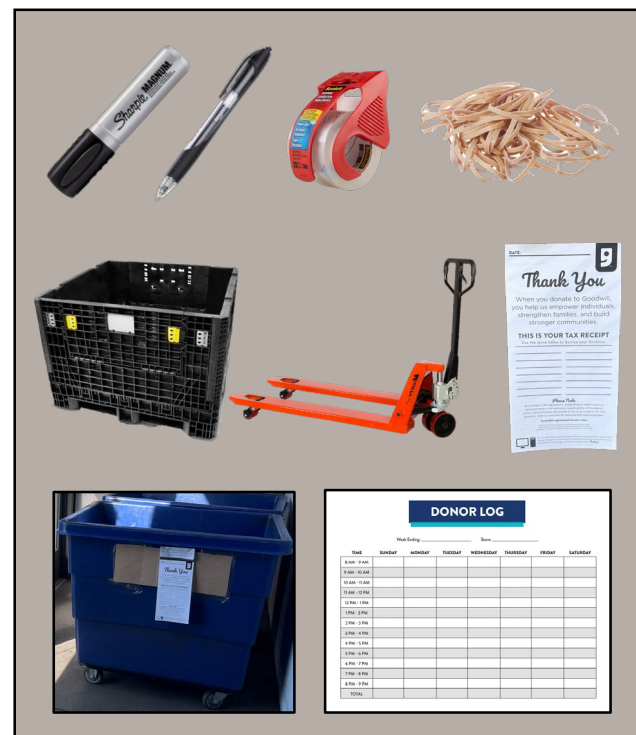
List of the PPE and materials required when working at the RDCs.

Your safety is the number one priority. The following are the required Personal Protective Equipment (PPE):

- Safety vest
- Safety glasses
- Utility gloves

The following are the tools and equipment you'll need as you begin your shift:

- Pen, black marker, and packing tape
- Donor Log sheet and tax-deductible receipts
- Rubber bands for shoes
- Donation bins
- Pallet jack
- Gaylords for each product type (Books, Shoes, Linens, Miscel, Electronics, Cloth)



Donor Experience

Outlines best practices for interacting with donors, ensuring a positive and smooth donation process.


You are the brand! The type of customer service you provide and how you present yourself matters.


1. Greet the donor within 10 seconds. Being genuine with the greeting, maintaining eye contact, and smiling are welcome gestures.
2. Have the donation bin ready. The bins are located at the entrance door.
3. Ask if they have hazardous materials. If they do, inform them we cannot accept them and provide them with a list of drop-off locations.
4. When handling donations, always help the donor but do not reach into the vehicle without their permission.
5. Have the donor verify that the correct items were donated before they leave.
6. Offer the donor a tax-deductible receipt. Do not fill out the receipt. Donors are required to assess the value of their items.
7. Thank the donor for their donation and contribution to our mission. Ensure donor feels their donation is valued.



Receiving Donations Guidelines

This explains how to properly handle donations.

-  **DO** the following:
- Any Team Member or Leader receiving donations must always wear gloves.
 - Ensure that donation bins are kept inside until a donor arrives.
 - Use the Daily Donor Log. Record the donation in the correct time slot. One donor equals one tally, and these are counted hourly.
 - Use donation bins to prevent multiple trips to or from the donor's vehicle.
 - Bring all donations into the building.
 - Take full donation bins from the entrance into the donation center, empty them, and place them in the appropriate Gaylord. *Do not overfill Gaylords with product.*

-  **DO NOT DO** the following:
- Do not let the donations touch the ground inside the building.
 - Do not throw anything without leadership approval.
 - Do not fill out the tax receipt. Donors are required to assess the value of their items.

NOTE: Ask your leader for more information about receiving donations or recalled items.

Remember, donations are the lifeblood of our business.

Sorting Donations Guidelines

This explains how to properly sort donated items into the correct Gaylords.

- Bring the cart inside the donation center and sort the products based on their type. RDCs must use the orange tags. Use a thick black marker to write the RDC number at the upper left corner and the date when the Gaylord started being used. Gaylords are labeled with the following codes: **B - Books**, **S - Shoes**, **C - Cloth**, **M - Miscel**, **L - Linens**, and **E - Electrical**.
- Keep your gloves on as you sort the products.
- Sort the donations by category using the 80/20 rule.
- Avoid overfilling Gaylords. Stack an empty Gaylord on top once it's full.
- For Shoes, use a rubber band to keep each pair together.

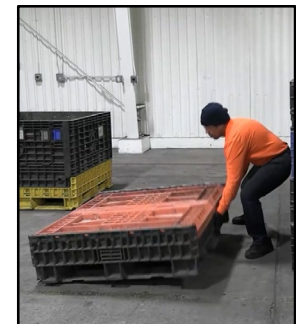


Unstacking Gaylords

This will explain the safe way to manually unstack Gaylords.

ONE-PERSON UNSTACKING

1. Wear your gloves.
2. From the 48" side of the stack, you'll want to face the Gaylord, and in the forklift openings, insert your palms up.
3. Lift up and slightly pull on the Gaylord to pull the legs out from the Gaylord it is sitting on.
4. Turn the Gaylord 45 degrees before attempting to bring it down.
5. With both feet flat on the floor, continue pulling the Gaylord towards you until it can easily tip for you to begin to lower the Gaylord.
6. You can use your knee to help guide it to the floor.
7. Lay the Gaylord flat on the floor and carefully open the walls.

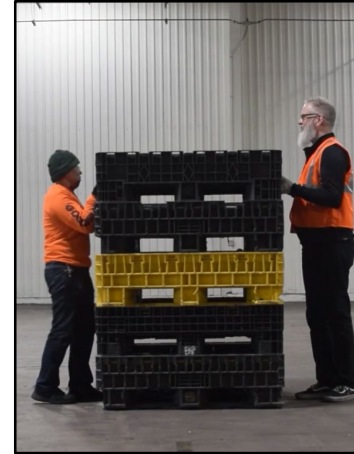


Unstacking Gaylords *(Continued)*

This will explain the safe way for two people to unstack Gaylords manually.

TWO-PERSON UNSTACKING

1. Wear your gloves.
2. Face the stack of Gaylords and insert your hands, palms facing up, into the forklift openings.
3. With a straight back, lift the Gaylord.
4. As you're moving down, bend your knees and set the Gaylord down.

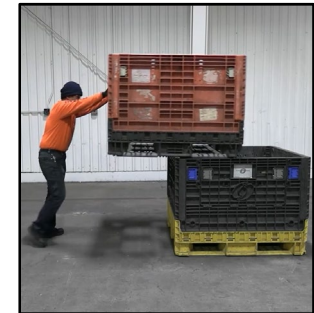
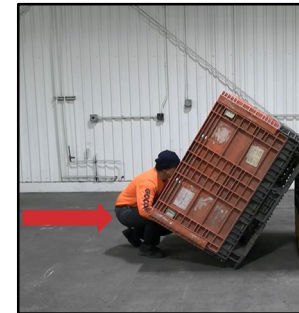
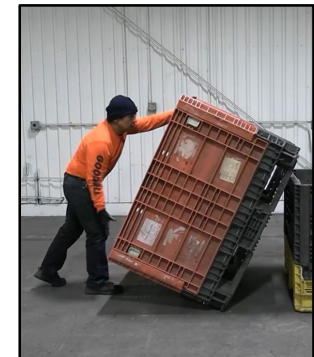
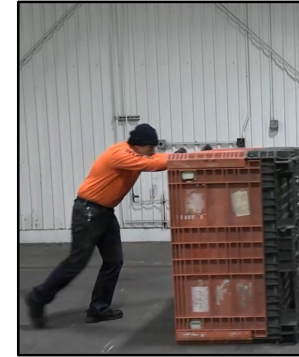


Stacking Gaylords

This will explain the safe way to manually stack Gaylords.

ONE-PERSON STACKING

1. Wear your gloves.
2. Tip the Gaylord onto its side and move it closer to the Gaylord you want to place it on.
3. Tip the empty Gaylord onto the other Gaylord.
4. From as low a position as possible, use your knees and a straight back to lift the empty Gaylord onto the other Gaylord.
5. Ensure that the legs lock into the lower Gaylord.

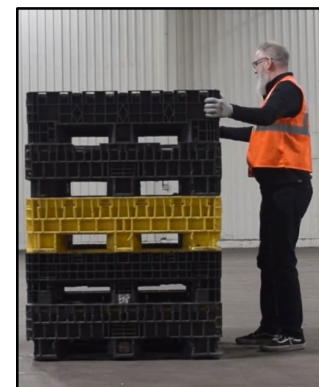
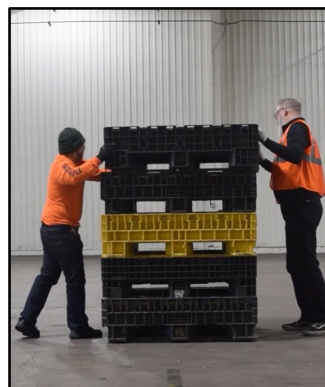
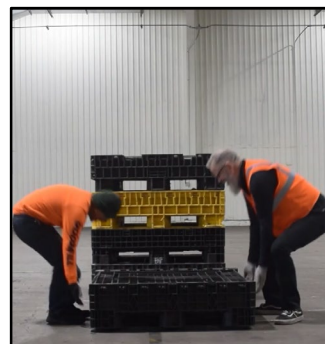


Stacking Gaylords *(Continued)*

This will explain the safe way for two people to stack Gaylords manually.

TWO-PERSON STACKING

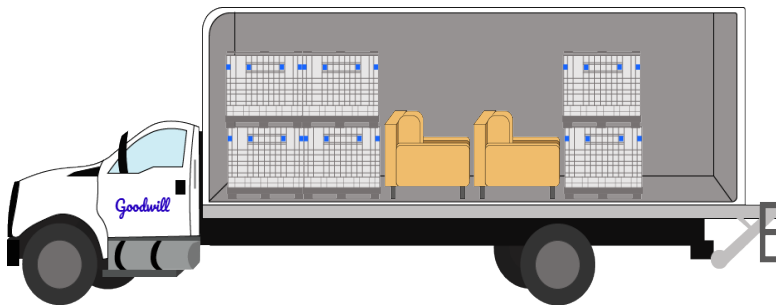
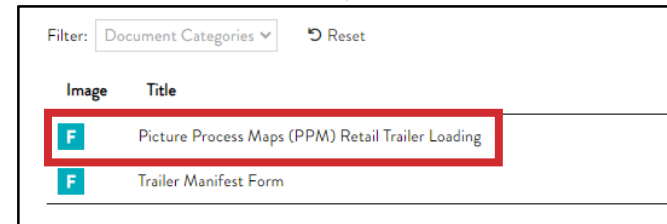
1. Wear your gloves.
2. Insert your hands with your palms facing up into the forklift openings.
3. With a straight back, lift the Gaylord and use your legs to raise the Gaylord, rather than any additional lifting with your arms.
4. Ensure all four legs insert appropriately into the Gaylord you are stacking on.
5. Ensure that the legs lock into the lower Gaylord.



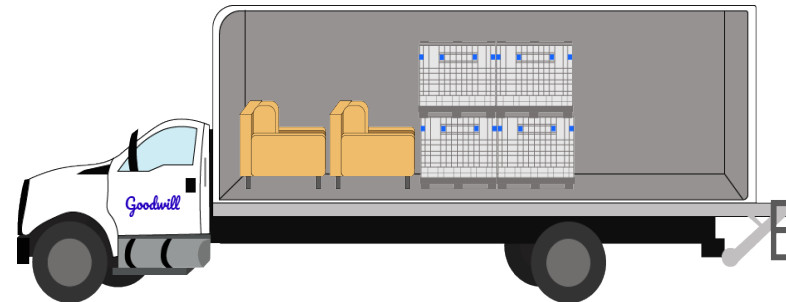
Box Truck Loading

This page will explain how to correctly arrange the Gaylords in the box truck and other guidelines.

- The driver must be present during loading and unloading at RDCs.
- A box truck can hold up to 12 spots (24 full Gaylords).
- Gaylords can be stacked up to **two Gaylords high only**, and **no items stick out** of the Gaylord.
- For more in-depth information on the correct loading and unloading of trucks, use the **Picture Process Maps (PPM) Retail Trailer Loading** located at the **Retail Onboarding Library**.



This is a correct example. The Gaylords are stacked up to two high at the trailer's nose, and the loose furniture is secured in the middle.



This is an incorrect example. The loose furniture is at the nose of the trailer.

Product-On-Hand Report (POH)

This page will explain how to track and communicate the donations inventory.

1. At 4 PM each day, the RDC attendants count the number of products and empty Gaylords needed.
 - They send this information in an email to their RDC managers and Transportation department.
2. The RDC managers review the emails and then contact the transportation team to arrange priority pick-ups for the RDCs.
3. RDC managers review the POH sent in and create a priority pick-up list for the next day.



RDC General Maintenance

This page provides guidelines for keeping the donation center clean and organized.

- Always check the front entrance and the back of the donation center. Ensure there's no trash or donations left outside.
- Check for graffiti or damaged marketing materials at the front and back of the donation center.
- Entryways are clean and free of debris.
- Ensure that the doors and windows are clean and free of clutter from the outside viewpoint.
- Bins must be clean and readily available.
- DA's desk must be kept clean and free of food at all times.
- Keep the breakroom table and the restroom clean at all times.
- If a repair is needed for the donation facility or any equipment (pallet jacks, bins, etc.), contact your RDC manager for support.

