

IN-STORE PREPARATION PRIOR TO DRIVE

The Donation Drive team provides the following via email to store:

- In-store Donation Drive Quick Reference Guide
- In-store donation guidelines
- In-store Donation Drive FAQ
- Weight sheet
- 6 DD Gaylord labels
- Sample flyers



- Transportation provides the following to the store:
- Pallet jack scale
 - 20 empty gaylords
- Stores needs to set aside:
- 6 empty gaylords for full sort; if space is limited, 2 is ok (soft/hard sort)
 - Gaylord tags
 - Pen/pencil

- Store management is responsible for:
- Ensuring supplies are at store on day of drive
 - Notifying team members that are working day of event about the fundraiser (DA, RSA, etc.)

- If donor brings donation to front of store:
- Direct donor to drop-off at donation door
- If donor calls about an in-store donation drive:
- Ensure staff is aware of event date/time

SETUP

- Arrange one row of gaylords for each type of product, or at minimum two gaylords (hard/soft).
- Tape a **DD** label on each gaylord.
- Place and sort donations by category.
 - If volume of donations is high or space is limited, sort by hard/soft.

BEFORE/DURING IN-STORE DONATION DRIVE

- #### Expectations
- Greet donors and follow **all** donor experience steps. Give each donor a tax receipt.
 - It is the responsibility of the donor to present a flyer, show a screenshot of the flyer, or mention the group/fundraiser.
 - Place donations in the DD labeled gaylords to keep them separated from organic donations.
 - Large furniture and large appliances **do not** count toward in-store donation drive weight total. Small furniture and small appliances that can be lifted by one person and fit in a gaylord **do** count toward weight total.
 - When a gaylord is full, use the pallet jack scale to weigh and record weight on the Weight Sheet. Do not include the weight of the gaylord.



WEIGH GAYLORDS

1. Place pallet jack scale on flat, even surface.
2. Press the **On/Off** button on the pallet jack scale.
3. Do not move or touch the scale until it reads 0. The scale is self-calibrating when numbers are flashing on the display.
4. Slide the pallet jack scale forks into the slots of the gaylord on the 45" side.
5. Raise the pallet jack scale until the gaylord is completely off the ground.
6. The weight of the gaylord displays. Manually subtract 130 lbs. (as indicated on each line of the Weight Sheet) and record the weight of the actual donations (weight displayed on scale – weight of gaylord = actual weight).



If the scale displays an error:

- Lower and pull out the pallet jack scale and place on a flat surface.
- Hold the 0 button down till it reads 0.

Note: When not weighing donations, press the **On/Off** button to power off pallet jack scale to avoid draining the battery.

Only use pallet jack scale for in-store donation drive event.
Transportation will pick up shortly after the event.

AFTER DONATION DRIVE

Expectations

DA responsibilities:

- Weigh remaining gaylord(s) and write weight(s) and initials on Weight Sheet.
- Add all gaylord weights together for a grand total.
- Turn in the Weight Sheet to the manager on duty.

Manager responsibilities:

- Verify the grand total and then sign, scan, and email Weight Sheet to DonationDrive@goodwillaz.org.
- Set aside pallet jack scale and charger for Transportation to pick up.

Once donations have been weighed and the weight has been recorded, process at your convenience.

Important: If a donor is dissatisfied or for other customer service or donation drive concerns, reach out to the Donation Drive Team **immediately**.