



IN-STORE DONATION DRIVE

Picture Process Map (PPM)



Signage and Gaylord Setup

November 2019



Cloth



Linen



Misc.



Shoes



Books



Electrical

For full six gaylord setup:

- Arrange one row of gaylords for each type of product in the production room
- Label each gaylord with the letter that represents the product (C=Cloth, M=Miscel/Household, L=Linens, E=Electrical, B=Books, S=Shoes).
- Place and sort donations in gaylords by category.
- **If volume of donations is overwhelming or space is limited, sort by hard and soft.**



For two gaylord setup:

- Sort into two categories: hard and soft goods. Write a tag for Hard and one for Soft.

For both setups:

- Tape a **DD** label on each gaylord. This designates gaylords are set aside for the in-store donation drive fundraiser.
- When a gaylord is full, use the pallet jack scale to weigh. Once weight is recorded, the store can process the donations. See the *Weigh Gaylord* section for more information.

Expectations

- Greet donors and follow **all** donor experience steps. Do not forget to 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. An organic donation is a donation that is not associated with the fundraiser.
- 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.
- Weigh gaylords when full and record weight on Weight Sheet. Do not include the weight of the gaylord. See the *Weigh Gaylords* section for more information.

Important: If a donor is dissatisfied or for other customer service or donation drive concerns, reach out to the Donation Drive Team **immediately:** Angie Tapia, Sr. Donation Drive Coordinator – (623) 340-1985 or angela.tapia@goodwillaz.org

If a donor asks:

- “How many pounds did we collect?” or “How much money do you think we raised?” DO NOT make any guesses or assumptions. Let them know someone from the Donation Drive team can contact them with that information.
- If they can schedule a home pickup and still get credit for their organization, provide them with the Donation Drive team phone number and/or email.
- If you can pick up items from another location and they can still get credit for their organization, provide them with the Donation Drive team phone number and/or email.



Since Goodwill is paying 15 cents per pound of donations to the group/organization, stores need to subtract the weight of an average empty gaylord (130 lbs.) so the scale only reads the weight of the donations.

To weigh a gaylord, follow these steps:

1. Place pallet jack scale on flat, even surface.
2. Press the **On/Off** button on the pallet jack scale to power on.
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 until 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 the pallet jack scale for an in-store donation drive event.
Transportation will pick up shortly after the event.



DA responsibilities:

- Weigh gaylord(s) with donation drive product 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 the Weight Sheet to DonationDrive@goodwillaz.org.
- Set aside pallet jack scale and charger (if charger was provided) for Transportation to pick up.

Once donations have been weighed and the weight has been recorded, the donations are for the store to keep! Process the donations at your convenience.

- If you are a high-volume store and do not have room for all the donations received, please call Angie Tapia at (623-340-1985) to arrange for Transportation to move some of the product.

