



DONATION ATTENDANT

Picture Process Maps (PPM) and Guidelines



Donor Experience

Revised January 2023

1. Greet the donor within 10 seconds.

Be genuine with the greeting. Maintaining eye contact and smiling are welcoming gestures.

Script Example: "Hi, welcome to Goodwill."

2. Ask if they have hazardous materials.

If the donor tells you they have hazardous materials, inform them that we cannot accept them and provide them with a list of acceptable drop-off locations.

3. Always help the donor but do not reach into the vehicle without the donor's permission.

Place donations carefully in the gaylord.

Script Example: "I'm [insert name]. May I help you with your donations?"

4. Have the donor verify that the correct items were donated before they leave.

5. Give the donor a tax-deductible receipt.

A receipt should be provided to every donor. Do not fill out the receipt. Donors are required to assess the value of their items.

Script Example: Thank you for donating to support our vision of ending poverty through the power of work. Here is your tax receipt.

6. Thank the donor for their donation and contribution to our mission. Ensure donor feels their donation is valued.

Examples: "Thank you for your Goodwill. We hope to see you again soon."



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



Receiving Donations Guidelines

Revised January 2023

Do the following:

- Wear gloves at all times.
- Use the Daily Donor Log to log all donors accurately. One donor equals one tally.
- If a donor has hazardous materials or a TV that is considered hazardous, let them know we cannot take and provide them with a list of acceptable drop-off locations.
- Use donation bins to prevent multiple trips to/from the donor's vehicle.
- Ask for help if the donor has a large donation and if multiple donors are waiting.
- Bring all donations into the building.
- Take full donation bins from the sales floor to the production room to be emptied and placed in the appropriate sorting area. Refrain from overfilling gaylords with product.
- Price furniture and large items quickly and place them on the sales floor as soon as possible.

Do the following:

- Do not let donations touch the ground until inside the building.
- Do not Throw anything in the trash compactor without leadership approval.
- Do not fill out the tax receipt. Donors are required to assess the value of their own it
- Do not allow customers to select merchandise from the donation area. All merchandise for purchase must be first placed on the sales floor.

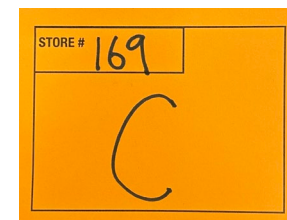
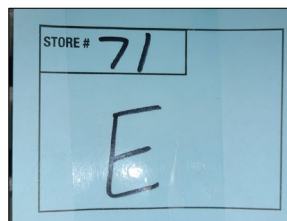
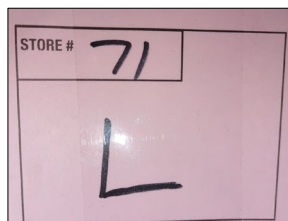
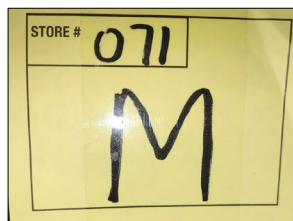
Note: Ask your leader for more information about receiving donations or recalled items.

Remember, donations are the lifeblood of our business.



Gaylord Tag Colors and How to Label

Revised January 2023



Raw (yellow): Donations that have been received, but are not yet processed

As-Is (blue): Donations that have been sorted/evaluated and do not meet sales floor standards

Pulls (pink): Merchandise that is pulled after it has been on the sales floor for a full stock rotation cycle

White 8 ½ x 11: Used for seasonal merchandise

Orange: Used for Retail Donation Centers (RDC)

- See what is in gaylord
- Select the correct color tag
- Write store number in upper corner box
- Write letter that represents product type: C = Cloth, M = Miscel, L = Linens, E = Electrical, B = Books, S = Shoes
- Tape tag to 45" side of gaylord



Required Tools and Materials

- Gloves
- Goggles
- Donation receipts
- Prohibited Hazardous Products handout
- (1) Two-wheel hand truck
- Furniture carpet dolly
- Daily Donor Log
- Pen or pencil
- Tool box (wrench set, pliers, hammer, and screwdriver set)
- Broom, dust mop, and dustpan
- Cleaning spray
- Cleaning rag
- Furniture receipt book
- Pallet jack

Expectations

- Use gloves at all times
- Follow donor experience steps
- Sort donations by category using the 80/20 rule
- Bring in and secure all donations in the building.
- Pick up debris and clean exterior of building, if needed.
- Sweep and clean donation area
- Keep compactor area clean and swept daily
- Secure and maintain receipt books

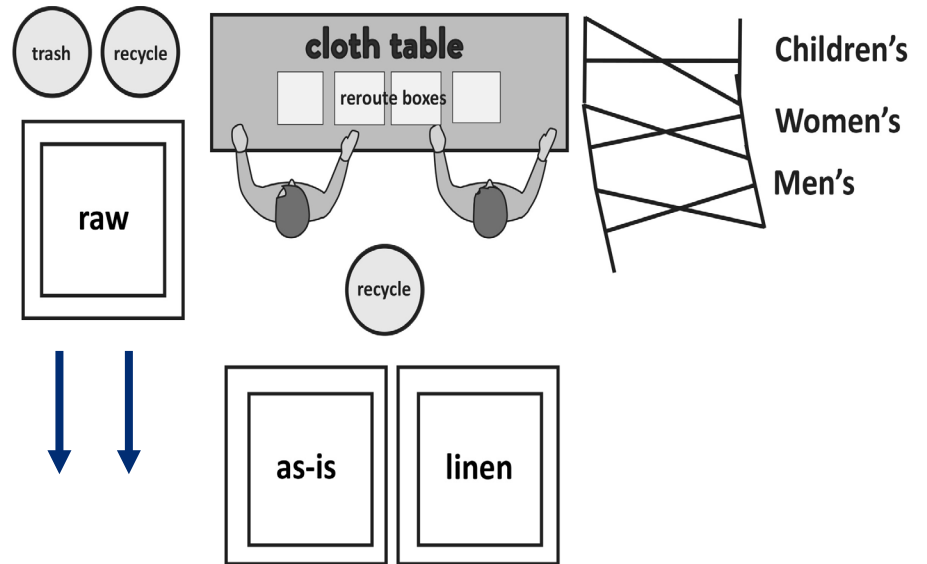


Wear gloves and goggles when operating the compactor.

Down stacking Gaylords

Down stacking is required when a store runs out of empty gaylords. To down stack at work stations, see the below diagram for instructions.

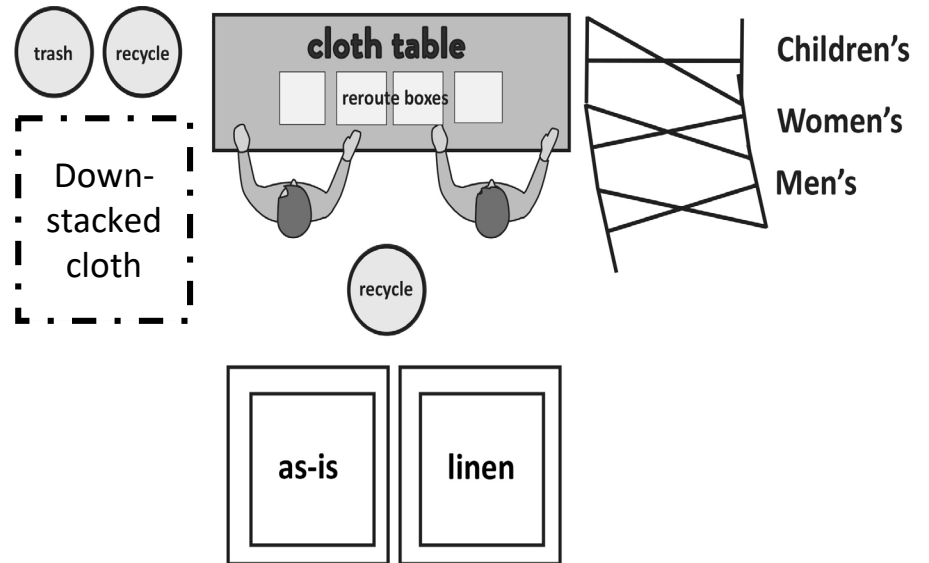
Pull RAW gaylord back to create a space for down-stacked merchandise



Down stacking Gaylords

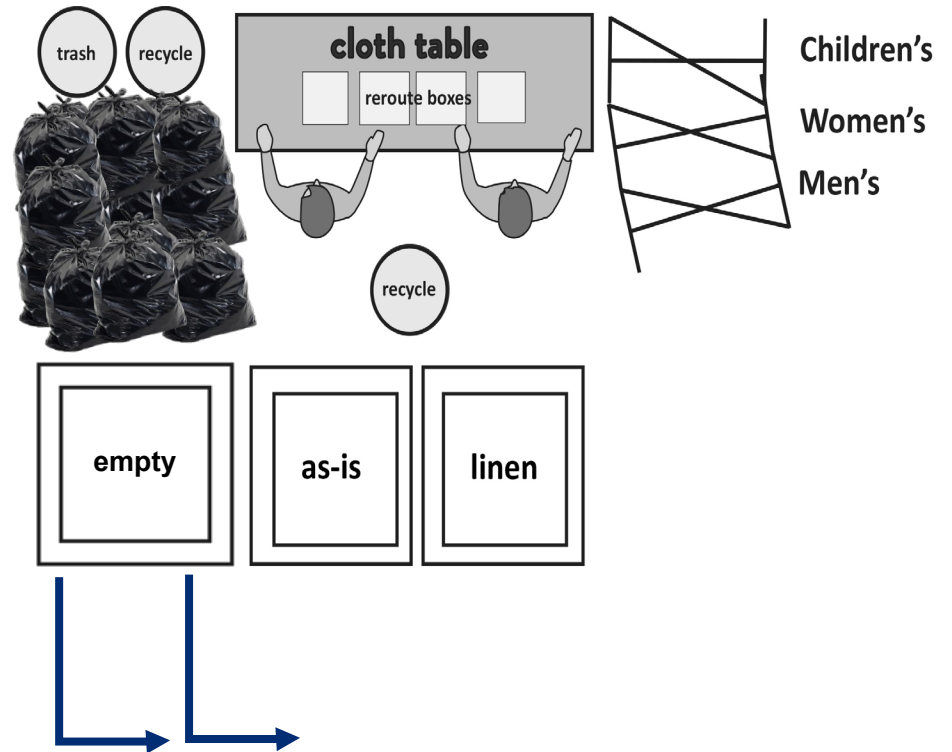
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Begin down-stacking merchandise by removing items from gaylord, bagging them, and placing them in a neat square where the RAW gaylord was



Down stacking Gaylords

Once the gaylord is empty and all RAW product has been down-stacked, remove the empty gaylord. Repeat the process as needed throughout the shift.

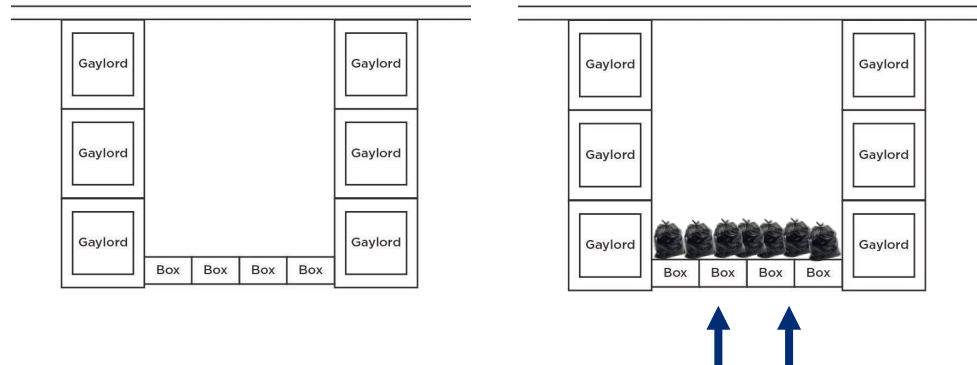


Down stacking Gaylords

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1. Identify a space where down stacking won't interfere with the production process. Typically on the raw wall in the production area. Smaller amounts can be directly at the workstation, and larger amounts in designated area.
2. Begin with down stacking Clothing and Linens as donations come in. If Clothing or Linen items are loose, place them in bags or boxes.

3. In the designated area, create a barrier with boxes of donations five to six feet from the wall and then place bags behind the wall of boxes. As the processor calls for product, bring the empty gaylord to the down stack area to fill and take back to the processor along with the gaylord tag.



4. Enter the down stack amount in Product on Hand (POH).

Important Note: Keep gaylord tags aside to track how much product has been down stacked. Always ensure counts are accurate as you remove the product from the down stack area.