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# In-Kind Assist- Business Donor Basics

## Quick Start Guide

*This Reference Guide is intended for business donors*

### **PURPOSE**

In-Kind donations provide needed support to agencies working in an impacted community, but at the same time create logistical challenges to those very same agencies. At the heart of this quandary is that corporations and individuals give what they either have on hand or what they think would be useful. This is always done with the best of intentions and results in very uneven effectiveness.

In-Kind Assist attempts to resolve this fundamental issue by supporting an agency's ability to:

- Express the specific items and services required for relief operations and to update those needs as relief operations evolve from response to recovery.
- Support corporate and individual ability to offer products, services, and transportation to disaster relief organizations based on location and needs.
- Claim donations and to communicate directly with donors to strengthen relations and ensure accuracy of information.

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## 1- Overview

In the disaster relief phase of a disaster, voluntary agencies coordinate assistance to impacted communities. These agencies rely on gifts in-kind from individuals and businesses to support this effort.

- Businesses want to help by offering goods and services for free to impacted communities
- Relief and voluntary agencies can make better use of donated goods through networks of volunteers working in those communities

### Ways the Module Can Be Used

- **Marketplace:** Trusted partners register for vetted access to arrange for the transfer of donated goods and services; able to view and respond to open Agency Needs.
- **Individual:** Individuals register for unvetted access to post goods from a short list of donation categories; able to view and respond to Agency Needs.
- **Warehouse:** An extension of the Marketplace Mode which enables authorized users to allocate donations to other agencies or manage as a warehouse model.

### Getting Started

- You'll first need to register your business as a donor. This takes 5 minutes.
- As part of the donor registration there is an individual registration which users will need to complete.
- After that, you're all set to list your offers.

**TIP:** Once the Agency Lead is registered that user may pre-register new users from your business. This user will have access to all transactions related to that donor.

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## 2 - Start Here: Register a New Business

From the Landing Page, select “In-Kind Donations Management” to take you to the Donations Management landing page. The first step would be for you to select “Business Donor Registration” to get the process started.

### Step 1: Enter Donor Information

The first two fields are required for your business registration:

- Business Name (required)
- Your Business Tax ID (EIN) (required)
- Website (optional)

### Step 2: Enter Business Address

- Use the Street address look-up feature
- Address is formatted and geo-coded for mapping purposes

### Step 3: Social Media Presence

By providing your social media handles for facebook, twitter or Instagram, staff from NVOAD will be able to thank you and acknowledge your efforts online.

### Step 4: Enter Primary Contact Info

The first name, last name, phone number and email address are all required fields in this form for the person who is the primary contact for the business registration.

### Steps 5 & 6: 24-Hour and Alternate Contact Info

This information is not required. Although, in a disaster situation, it can be helpful.

### Step 7: Agree to “Terms of Service”

Once you have completed these seven steps, select the “Submit” button on the bottom of the page to complete your registration.

If there are any fields that require information, you will be notified before the submission is complete.

## 3 - Business User Registrations

Once your business is registered, you can have multiple users associated with your business. To register additional users, go to the dropdown from “Donations Management”, select “Business Donations” and you’ll see this option:

Select “Pre-Register New User” and the form below will appear.

Complete all required fields in the “Donor User Registration” and hit “Submit” for each user.

## 4 - Making Offers

Businesses and Individual Donors may make an Offer at any time. Offers should be items and services that can be made available quickly.

To make an offer of a donation, select the “Make a Donations” button from your landing page.

**Step 1: How Can You Help?**

**Thank You!**

Thank you for your donation offer and interest in supporting response and recovery efforts. Please be aware that it may take days or weeks to sort out the true needs of impacted communities. Non-profit and service organizations will be reviewing all of the offers to match with immediate and anticipated needs. When a match is made, the organization will contact you directly to work on the logistics of accepting your donation. Please know there is a possibility that we will not be able to find an organization in need of what you have offered.

We truly appreciate your patience and understanding and are grateful for your support.

**Business Name \***  
Donor #1

**What City is it Located In? \***

**What Are You Offering? \***

**Donation Location**

**Location** Physical

**Country \***

United States ▲

**Address 1 \***

Enter a location

Street address, P.O. Box

**Apartment, suite, unit, building, etc.**

(Optional) Apartment, suite, unit, building, etc.

**City \*** **County**

**State \*** **Zip**

Select a State ▲

**Validate Address**

This will take you to a page with several options. Select “Add New Donation.”

When prompted, complete all required fields, including location, type of offering, donation category, etc.

The **Category of Needs** helps Agencies find Offers; use the category which matches closest the kind of

Offer being made.

**TIP:** Begin typing a keyword and the form will “auto suggest” likely responses

**Location of Donation** should reflect where the donation will be available for pick up or delivery.

**TIP:** Begin typing the street address and Google Maps services will locate likely matches.

**Only Business Donors may post Offers for services**

**TIP:** Individuals offering services may want to check out the volunteer management module.

When you have completed the form, select the “Add Donation” button and you will receive the following note. The In-Kind Donations module tracks Offers and Claims but users should contact each other to complete the transaction.

**TIP:** Donations of cash should be made directly to the organizations in those communities.

**TIP:** Once an Offer is Claimed only the Donor and receiving Agency may access it.

**Not all Offers may be needed.** Your Offer may be removed if it is unneeded or inappropriate for that specific disaster.

## 5 - Managing Offers

Once Offers are made you are able to use the **Manage Your Donations** function to:

- a. Find Offers and Claims;
- b. Update the status of your Offers at any time.

Select “Manage Your Donations” to get to the page where you can search for your donations to update and/or make any changes.

## My Donations

Filter

Inventory Name	Inventory Donation Category	Inventory Agency Name	Inventory Inventory Status
Trucks	Tools - Automotive	National VOAD	Claimed
Sheet Metal	Building Supplies - Sheeting		Available
power washer	Animal - Animal Care	Salvation Army	Claimed
Boots	Clothing (New) - Footwear	National VOAD	Available
Power washer	Tools - Powered Tools		Processing
Diapers	Baby/Child Products - Diapers		Available
Drywall	Building Supplies - Drywall		Available

Your search returned 7 results.

[Download Results](#)

**TIP:** If something is no longer available, be sure to update the Offer to “Withdrawn/No Longer Available” to remove it from agency searches.

## 6 - Downloading Offers History

Use the “Download Results” to view a copy of donations associated with your business. See below for sample export.

	A	B	C	D	E	F
1	Inventory Name	Inventory Donation Category	Inventory Agency Name	Inventory	Inventory Status	
2	Trucks	["Tools - Automotive"]	["National VOAD"]	["Claimed"]		
3	Sheet Metal	["Building Supplies - Sheeting"]	[]	["Available"]		
4	power washer	["Animal - Animal Care"]	["Salvation Army"]	["Claimed"]		
5	Boots	["Clothing (New) - Footwear"]	["National VOAD"]	["Available"]		
6	Power washer	["Tools - Powered Tools"]	[]	["Procesing"]		
7	Diapers	["Baby\Child Products - Diapers"]	[]	["Available"]		
8	Drywall	["Building Supplies - Drywall"]	[]	["Available"]		
9						