



Gifts In Kind Center

Program Membership Guide

WELCOME!

Dear Partner:

United Way of the Piedmont is delighted to learn of your interest in our Gifts In Kind Center (GIKC)! United Way is committed to supporting the needs of our community through the critical work performed by non-profit organizations. GIKC is an exciting way to augment the operating needs of agencies in our region.

The Gifts In Kind Center provides approved tax-exempt organizations with access to quality gifts in kind. GIKC acts as a liaison between local and national donors and participating agencies. The program's purpose is to assist agencies by leveraging their dollars while providing donors with an outlet for distributing surplus goods.

The items available through GIKC are almost always unused. Perhaps they arrived at a retail outlet with the label printed backwards. Or maybe the packaging was damaged during delivery. Sometimes manufacturers change logos and pull usable product from the shelves. Instead of disposing of these items, companies may choose to donate them to a center like ours. In this manner they can be put to use in agencies serving the needs of our region.

While United Way does absorb some of the operating cost associated with GIKC, the majority of our funding comes from annual membership and usage fees incurred by non-profit organizations. We are committed to keeping these fees low and are confident you will realize an impressive return on your investment!

The GIKC is governed by United Way of the Piedmont's board of directors. They have established an advisory board to oversee the center's operation and to serve as the membership committee.

We hope you will seriously consider membership in our Gifts In Kind Warehouse! If you have any questions or would like to set up a tour, do not hesitate to contact our team at 864.814.3129.

Sincerely,



Byrd Miller, Chair
Gifts In Kind Center Advisory Board



Chris Steed, President & CEO
United Way of the Piedmont

MEMBERSHIP

Only member agencies may receive product through United Way of the Piedmont's GIKC. Member agencies may schedule one visit per week to access product, pending schedule availability.

MEMBERSHIP REQUIREMENTS

Member agencies must meet the following criteria in order to successfully obtain membership:

- The organization must be **tax-exempt**. Proof of tax-exempt status from the IRS must be kept on file at the GIKC. Furthermore, the organization must maintain good-standing with the IRS through the regular filing of appropriate returns and paperwork.
- The organization must be governed by a **volunteer board of directors** who receive no compensation for their service. A current and dated copy of your Board of Directors roster must be on file at the GIKC.
- The organization must provide a service that addresses the needs of the **ill, needy, youth or otherwise disadvantaged**.
- Organizations who provide product to GIKC must have some sort of **documented intake process, regular hours of operation, and a written record of product recipients** available for audit.
- The organization **does not discriminate** in the provision of services through any program on the basis of race, creed, religion, color, gender, sexual orientation, disability, marital status, veteran status, national origin, age, or any other characteristic protected by law.
- The organization **does not require religious affiliation or require participation in faith based activities** to receive services.
- The organization must maintain good-standing in the **remittance of membership and usage fees** (outlined on page 9).
- Churches granted membership to GIKC may not use donated products for the general operation of the church.
- Representatives of the organization must **attend mandatory GIKC orientation** and periodic education as appropriate.
- The organization must **abide by all GIKC policies** and procedures and maintain an annual signed membership agreement.

MEMBERSHIP APPLICATION & LIMITATION

Organizations interested in GIKC membership must complete the enclosed membership application and attach copies of required documentation. The GIKC Advisory Board serves as the membership committee and reviews applications regularly. Agencies will be notified of membership decision within 30 days of application.

Membership at the GIKC is limited to 175 organizations. Membership is available to agencies throughout our region in the following order of priority:

1. Current GIKC member agencies in good standing.

2. Agencies currently funded by United Way of the Piedmont
3. Agencies not funded by UWP, but with established operation in Spartanburg, Cherokee or Union Counties
4. Agencies outside of Spartanburg, Union, or Cherokee County who are funded by their local United Way.
5. Agencies outside of Spartanburg, Union or Cherokee County who are not funded by their local United Way.

SUSPENSION OF MEMBERSHIP

Any organization change related to membership requirements or violation of GIKC policies and procedures may result in temporary or permanent suspension of membership. The GIKC Advisory Board will assess founded or alleged charges of impropriety and establish appropriate action. No refund of membership or usage fees will be provided in the event of membership suspension.

VOLUNTEERISM REQUIREMENT

All member organizations are required to provide at least **4 hours of consecutive volunteer service** to GIKC each year. This time must be coordinated through GIKC's Volunteerism and Membership Coordinator and is a condition of product receipt.

APPROPRIATE USE OF PRODUCTS

In order to maintain our relationship with our suppliers, all member organizations must strictly adhere to the following guidelines for product use.

- All products received from the GIKC must be used to **support services for the ill, needy, youth or otherwise disadvantaged** individuals.
- Donated product must be used by recipient organization to **operate their office** or be distributed directly to those in need **free of charge**.
- Donated product will be **used solely for the purpose of the agency** which makes it tax-exempt.
- Donated product should be **used within 30 days** of receipt. Organizations are not allowed to stockpile product for use at a later date.
- Donated product **cannot be used for fundraisers, raffles or auctions**.
- Donated product **cannot be given to staff or volunteers**.
- Donated product **cannot be used as a reward or prize** for special events.
- Donated product **cannot be sold** in retail stores, garage sales, thrift stores, yard sales, or on the web.
- Donated product cannot be transferred to another organization for any reason including **exchange for money, property or other services**.

Agencies who use donated products for purposes other than those intended **will be removed immediately from the program**.

PROVIDING PRODUCTS DIRECTLY TO CLIENTS

All organizations distributing GIKC product to needy individuals must employ the following basic intake and assistance procedures. Each of these items will be included in agency site visits/reviews.

1. Established hours of operation when needy individuals can obtain product.
2. In the instance of a church or membership organization, assistance must be available to individuals who are not members (i.e. agencies cannot limit their assistance to members of their congregation).
3. A documented intake process that includes some verification of need.
4. A record of those assisted with GIKC product that includes name, date of assistance, and a brief summary of product provided.

PRODUCT DISCLAIMER

It is important to note that United Way of the Piedmont, the Gifts in Kind Center, Exel Logistics, Walmart Corporation and their suppliers are **not responsible for the quality of the product** received from the GIK Center. It is the organizations responsibility to assess expiration dates and other facets of product usability before providing the product to a client or using the product in programmatic work.

When in doubt, ask! If you have any questions concerning appropriate use of product contact United Way at 864.814.3129.

APPLICATION, VOLUNTEER TRAINING & ACCESS

This section details the application process and training procedures for agencies who wish to receive products from the Gifts In Kind Center.

APPLICATION PROCESS

Agencies interested in membership to the GIKC must submit a completed and signed application along with the following:

- A current document affirming your organization's tax-exempt status.
- A current and dated roster of your organization's board of directors including individual mailing addresses.
- For agencies who plan to provide product directly to clients, please outline your intake and distribution procedures for review.

The GIKC Advisory Board serves as the membership committee and reviews applications regularly. The GIKC Advisory Board reserves the right to request additional documentation or information to establish compliance with membership requirements. Agencies will be notified of membership decision within 30 days of application.

Membership at the GIKC is limited to 175 organizations. Membership is available to agencies throughout our region in the following order of priority:

1. Current GIKC member agencies in good standing.
2. Agencies currently funded by United Way of the Piedmont
3. Agencies not funded by UWP, but with established operation in Spartanburg, Cherokee or Union Counties
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5. Agencies outside of Spartanburg, Union or Cherokee County who are not funded by their local United Way.

VOLUNTEER TRAINING

Any agency requesting membership in the Gifts In Kind Center program will be required to participate in a mandatory orientation in which details on the center's policies and procedures will be provided. All staff or volunteers authorized by the agency's CEO to access product through GIKC must attend this session. Orientation is offered regularly and is scheduled through GIKC's office.

APPROVED SHOPPERS

Member agency CEOs may designate up to 6 approved individuals for accessing product.

- These individuals should be senior staff or trusted volunteers.

- Only representatives registered with the GIKC will be allowed access to the warehouse.
- All approved shoppers must attend GIKC orientation.
- Changes in approved shoppers must be submitted to United Way in writing from the CEO.
- Shoppers must provide a government-issued picture id (i.e. a driver's license, passport, etc.) as verification of identification.

AGENCY SCHEDULING & SHOPPING

SCHEDULING PROCEDURE

Generally, United Way's GIKC will be open Mondays, Tuesdays, Wednesdays and Thursdays for agency use. We utilize a **web-based scheduling system** to make appointments for a shopping slot.

- Organizations will be provided a **username and password** upon acceptance to the program.
- Schedules will be open at least **two weeks** in advance.
- Member agencies **within 55 miles of the warehouse** may schedule **one, 30-minute appointment weekly**, pending available space.
- Member agencies **greater than 55 miles away from the warehouse** may schedule **one 55-minute appointment weekly**, or **two 60-minute appointments monthly** pending available space.
- 60-minute appointments **MUST** be scheduled on Mondays.
- Every scheduled 30-minute appointment will be charged a **\$15 usage fee**.
- Every scheduled 60-minute appointment will be charged a **\$30 usage fee**.
- Agencies must **cancel** scheduled appointments at least **36 hours in advance**. Missed appointments or appointments not cancelled within 36 hours will be assessed a **\$50 missed appointment fee**.
- Agencies who are more than **10 minutes late** for a schedule appointment will not be granted access to the GIKC and will be charged their usage fee.
- **Two missed appointments** will result in one month suspension from GIKC.
- While member agencies are eligible for one appointment each week, they are **not guaranteed weekly appointments**.

SHOPPING PROCEDURE

- At least five minutes prior to schedule shopping time, approved agency representatives should enter our waiting room and **sign in**.
- Agencies representatives will be provided a **colored permanent marker** at check in for marking UPC codes. Shoppers must use the color provided by the GIKC.
- Only representatives registered with the GIKC who have successfully completed volunteer training will be allowed access to the warehouse.
- At any given time, agencies may only have **two approved representatives** in the warehouse.
- Agencies will have **30 minutes** per scheduled appointment to shop (unless registered for a 60 minute appointment).
- **Bar codes** on all items received at the warehouse must be **obliterated** prior to merchandise being removed from the warehouse.

- GIKC Warehouse Manager or his/her designee may institute **product limits** for items in high demand. Agency representative must respect these product limits or endure loss of privileges for one month.
- Help keep the warehouse **clean and orderly** by putting trash in proper receptacles.

MISCELLANEOUS RULES & GUIDELINES

The following items are important rules or guidelines that did not fit into one of our other sections.

- GIKC makes **no product guarantees** and has NO CONTROL over product availability. We cannot predict what product will be available at any given time. For example: Although diapers are in high demand, we cannot guarantee that diapers will be available every time your organization visits the warehouse.
- Please **do not call** the warehouse or the United Way to ask **what product is available**.
- **Agencies may not share membership.** GIKC's Advisory Board considers a governing board the lowest common denominator for membership use (i.e. every governing board must have at least one membership).
- Agencies must provide the adequate assistance to remove donations from the distribution center. **GIKC staff/volunteers are not required to assist agencies** load, unload or transport donated product. No packaging, shipping or transport materials are provided.
- **No pets or children** (under the age of 16) are allowed in the warehouse at any time.
- **No tobacco use** is allowed on GIKC premises.
- Only authorized GIKC staff and volunteers are allowed to use warehouse equipment (i.e. pallet jacks, box cutters, lift doors, etc.).
- In the event you receive **broken or defective product**, it is your responsibility to dispose of it properly. You must separate the product from the packaging and ensure that the UPC code is appropriately obliterated.
- The **GIKC Manager has the final say in all GIKC disputes.** The manager and lead volunteers represent the GIKC Advisory Board and are empowered to act on their behalf.
- United Way GIKC reserves the right to revise rules at any time.
- Rules and regulations are established in keeping with supplier requirements.

MONITORING & SECURITY

GKIC program participants will be monitored to ensure the donations requested by agencies match the agency's mission and goals, and to scrutinize the quantity of donations received.

- Staff and trained volunteers are on hand during GKIC operating hours to monitor agency conduct, product selection, and barcode obliteration.
- The warehouse is monitored by ADT Security 24 hours per day.
- Warehouse grounds are under surveillance by the Spartanburg County Sherriff's office.

AGENCY SITE VISITS

GKIC Staff or trained volunteers will make unannounced visits to organizations receiving GKIC product during established hours of operation.

- We will visit approximately 10% of all member agencies each month.
- At these visits, staff/volunteers will observe:
 - storage areas to assess security of product;
 - barcode obliteration;
 - program/clients service space to assess appropriate product use;
 - and thrift stores to ensure product is not being resold.
- Special attention will be paid to quantities of product in storage and compliance with GKIC documentation standards.
- GKIC staff/volunteers may also interview staff.
- Any perceived breach of appropriate product use or security may result in permanent suspension from GKIC.

FLEA MARKETS, THRIFT STORES, & JOCKEY LOTS

GKIC Staff or trained volunteers will make regular visits to area flea markets, thrift stores, and jockey lots to monitor for misuse of product. Staff/volunteers will make at least one of these visits monthly. Any suspicious items will be reported to Walmart loss prevention and Exel Logistics for further review.

MEMBERSHIP & USAGE FEES

In order to offset operating costs, United Way of the Piedmont requires member agencies to pay annual membership and usage fees. The funds generated from these fees will be used for maintenance of the warehouse, salaries and benefits for GIK Center staff, and other costs associated with management of the GIK program. United Way of the Piedmont's board of directors will review membership and usage fees annually and reserves the right to revise these fees as needed.

MEMBERSHIP FEE

Program membership is valid from September 1st of one year through August 31st of the next. Agencies granted membership in the middle of this fiscal year will be charged a prorated membership fee. Agencies with primary or substantial operation in Spartanburg, Union, or Cherokee Counties are charged a **\$500 annual membership fee**. Agencies outside of this three county footprint are charged a **\$600 annual membership**. Do not include the membership fee with your application. Our office will bill you for the appropriate amount once your application is accepted.

USAGE FEE

Each time an agency schedules a 30-minute appointment for use of the GIK Center, they will be charged a **\$15 usage fee**. Agencies greater than 55 miles from the GIKC may choose to shop twice monthly for 60 minutes and will be assessed a **\$30 usage fee**. Agencies will be billed monthly for their usage. Failure to pay usage fees in a timely manner will result in a temporary ban from the GIK Center until the account is reconciled.

**United Way
of the Piedmont**



**GIFTS IN KIND CENTER
MEMBERSHIP APPLICATION**

Agency: _____ **Tax ID #:** _____

Mailing Address: _____

Physical Address (product storage): _____

Counties of Operation: _____

Regular Hours of Operation: _____

Seasonal Hours? _____

Open on select days each month: _____

Telephone: _____ **FAX:** _____ **Website:** _____

Chief Executive Officer: _____

Telephone: _____ **E-mail Address:** _____

Agency GIKC Contact: _____

Telephone: _____ **E-mail Address:** _____

GIKC Billing Contact: _____

Telephone: _____ **E-mail Address:** _____

Individuals Authorized for GIKC Utilization:

1. _____ **E-mail/Cell:** _____

2. _____ **E-mail/Cell:** _____

3. _____ **E-mail/Cell:** _____

4. _____ **E-mail/Cell:** _____

5. _____ **E-mail/Cell:** _____

6. _____ **E-mail/Cell:** _____

Provide a brief description of the programs/services your organization provides that will benefit from GIKC membership:

What products do you most commonly utilize with clients or in agency operation that you hope to obtain from GIKC:

Along with a completed and signed application, submit the following:

- A current document affirming your organization’s tax-exempt status.
- A current and dated roster of your organization’s board of directors including individual mailing addresses.

Do not include the membership fee with your application. Our office will bill you for the appropriate amount once your application is accepted.

By affixing my signature below, I agree on behalf of the aforementioned organization to adhere to all policies and procedures outlined herein.

Agency CEO

Date

Print Name

Submit Application and requisite documentation to
United Way of the Piedmont · Attn: GIKC Advisory Board
330 Ucci Way · Spartanburg, SC 29330