**Tips for Donors:**

\*As I stated in my usability report, utilizing this as a more question and answer scenario could go a long way in answering questions even before our potential donors have them\*

How used can my items be? Do they have to be in excellent condition?

-Our rule of thumb when deciding whether an item is in good enough condition to be donated is: would you give it to your sibling? Clothing with massive holes, books with tons of pages ripped out, and shoes with the soles out aren’t exactly items that could be reused by organizations. We aren’t asking for items in excellent condition; we just ask that you be mindful when deciding if something is in good enough condition to go to a second home.

Are there any restrictions on what can be donated?

-Re.Use.Full just asks that you don’t donate any off-season items, expired canned goods, recalled foods, etc. We understand that your off-season items need a home, but organizations have limited space for such items when they’re not in season. Organizations pages will actively be updated to ensure that the items they are currently needing stay up to date.

How do I know I am giving my items to a legitimate organization?

-All organizations listed on the site are registered 501c3 nonprofits that we have verified. If you have specific requirements for your organizations mission, most of those questions can be answered on the about page we have created for each organization, or by visiting the organizations website. This information can be found under the “Give Stuff” tab by searching for the organizations name, or inputting your donation requirements and being given a list of the organizations that have put out the call for such items. Within your search, you can designate many different requirements such as:

-whether or not it’s a faith-based organization

-the population served

-if the items will be resold

Will I get updates on how the organizations I’ve learned about are doing, or how they utilized my donations?

- While volunteering for these organizations is probably the best way to see how the items are being utilized, we also have a blog (link blog here) that publishes features on different organizations, provides pictures of how the donations have impacted them, and offers testimonials of how these donations have helped. If you have any pictures of the process that you feel compelled to share, please do so by emailing suchandsuch@resusefull.org.

What if I know of a really good organization that I don’t see listed on the site?

-Re.Use.Full is always looking for new organizations to add to the website, and we will get in contact with them. We ask that you email [suchandsuch@resusefull.org](mailto:suchandsuch@resusefull.org) with the name of the organization you think could benefit from our website, along with any contact information you may have.

**Tips for Organizations:**

What can I do to make my organization more appealing to potential donors?

- Having a working website that offers valuable insight into your organization is one of the biggest ways to appeal to potential donors. Also having a thorough about me page on our website, good contact information, and flexible hours for drop offs and pickups. You can manage this by going to the “Get Stuff’ tab and clicking on “Register my organization now.” You will be asked to create a login, as well as give information imperative to the donation process, such as:

-whether or not you’re currently accepting donations

-your organizations address

-your website link

-a URL for donations or an Amazon wishlist

-the population you serve

-your mission

-items you are and are not accepting

There are many other options within this page that will help you tailor the requirements to fit your organization’s needs, and the more you fill out the better your donations will fit you.

What can I do as an organization to make the drop off process easier on donors?

-We only ask that you are clear about where the drop off needs to occur. Providing clear directions on where in your organization to go to is key. Having an unloading dock on site will keep your donors wanting to come back to you as opposed to making them walk up three flights of stairs with their items. You can designate the specifics of this on your organizations profile on the site.

What if I have a question about an item I need donated that isn’t already listed on the website?

-We understand that your organization may have a need arise for say, a piano. In this instance, let us know by emailing [support@reusefull.com](mailto:support@reusefull.com). We are always updating our website to match our donors and organization’s needs.

Are there any requirements that need to be met regarding pick up?

-This process is between you and your donor. Communication is key in knowing when and where to pick up, how much you’re picking up, and if the donor has physical limitations in helping you load the unwanted items. If any issues arise contact us at [support@reusefull.com](mailto:support@reusefull.com).

What if a donor brings by items we didn’t put out a need for on the site?

-We understand that regardless of our specific process of getting rid of and receiving items, errors may still occur. If a donor tries to bring you something that you didn’t request, simply tell them that. We also ask you to make sure that your page is actively being updated for items you need, which can be managed by editing your organizations profile within the “Get Stuff” tab.