Good360

DisasterRecovery360 Nonprofit User Manual

2015

Table of Contents

I.   Overview of Good360

A. Good360 Mission and Objectives

At Good360, we believe that through technology, innovation and strategic partnerships the business of giving can be simpler, more efficient and more effective. We empower nonprofits by not only providing access to product donations for their programming, but also offering educational resources to help them grow and expand. Our DisasterRecovery360 platform is an extension of the work we have been doing every day for over 30 years. Through DisasterRecovery360, we will work to ensure that the **RIGHT GOODS** are delivered to the **RIGHT PLACE** at the **RIGHT TIME** throughout the long-term recovery process.
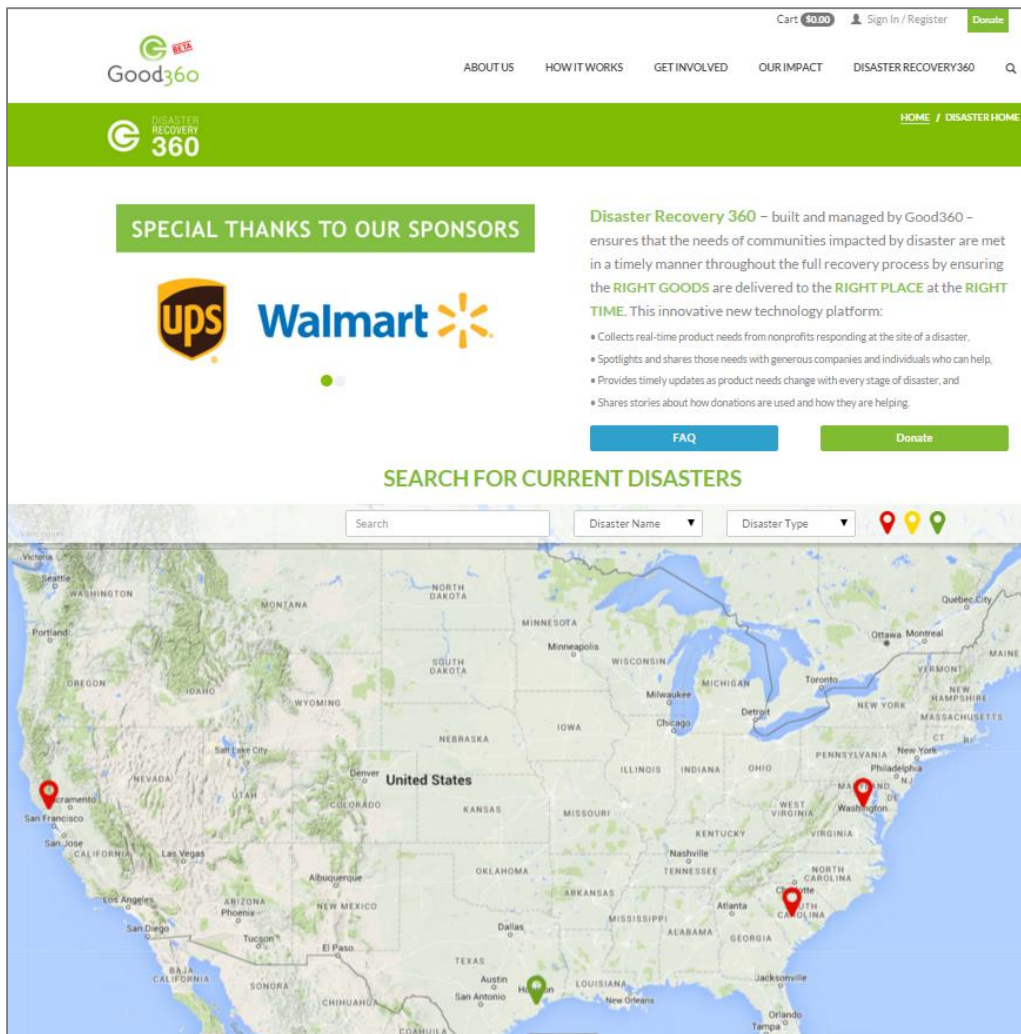
B. Objectives of this Training Manual

1. Outline the capabilities of DisasterRecovery360, Good360's new innovative disaster recovery platform; and

2. Guide Nonprofits in how to use DisasterRecovery360.
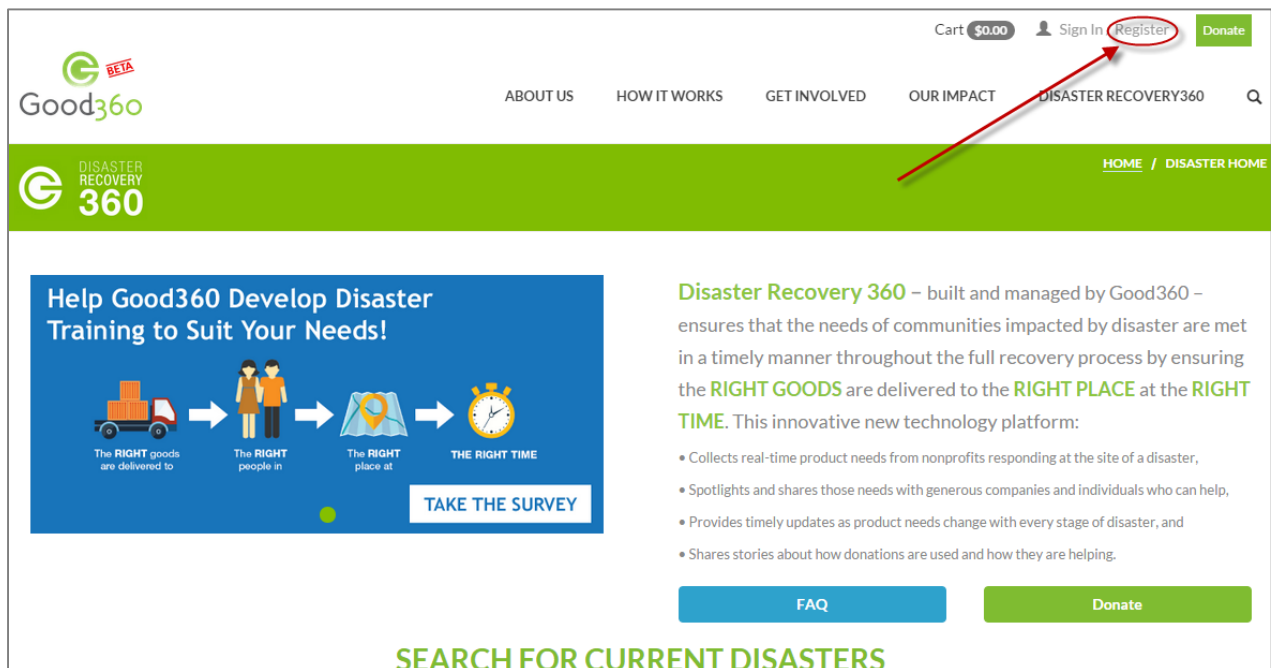   https://catalog.good360.org/disaster-recovery-360/

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II.   Nonprofits

There are numerous benefits for nonprofits that join Good360's DisasterRecovery360 network:

> • Identify specific product needs at every critical stage of disaster relief and recovery;

> • Create a Product Needs List to garner supporters to help deliver your product requests; and

> • Tell stories about how donated products are helping through the Impact Story tool.

A. Register your Nonprofit

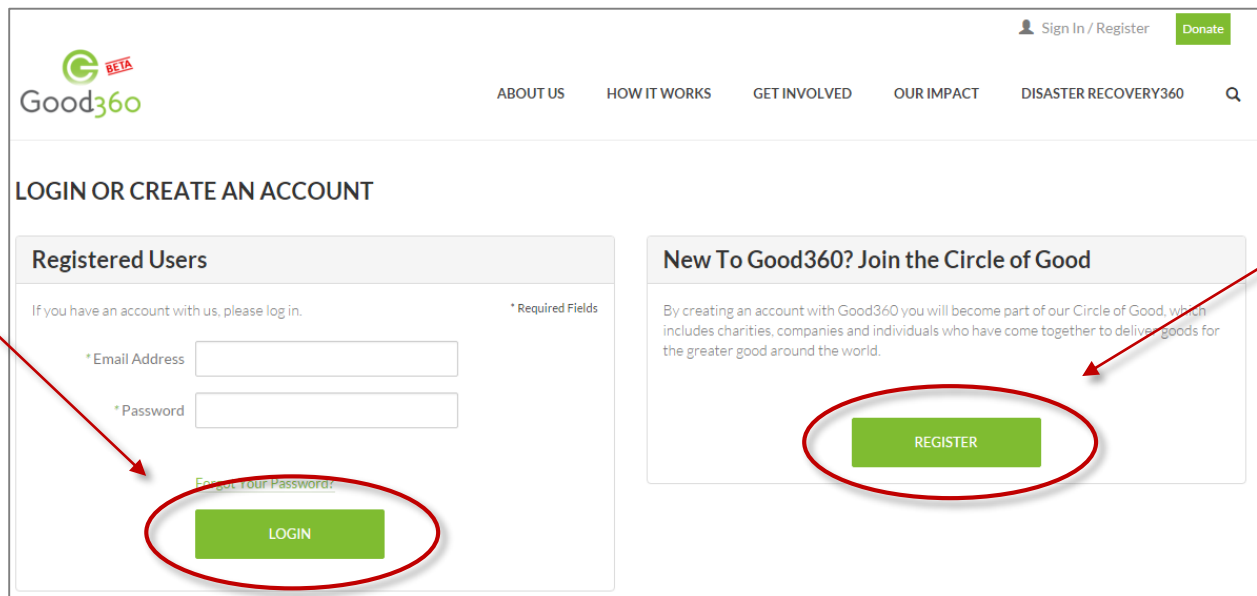Registering your nonprofit with DisasterRecovery360 is easy!

Step1: Go to https://catalog.good360.org/disaster-recovery-360/ and click on "Sign In/Register" in the top right corner of the home screen.
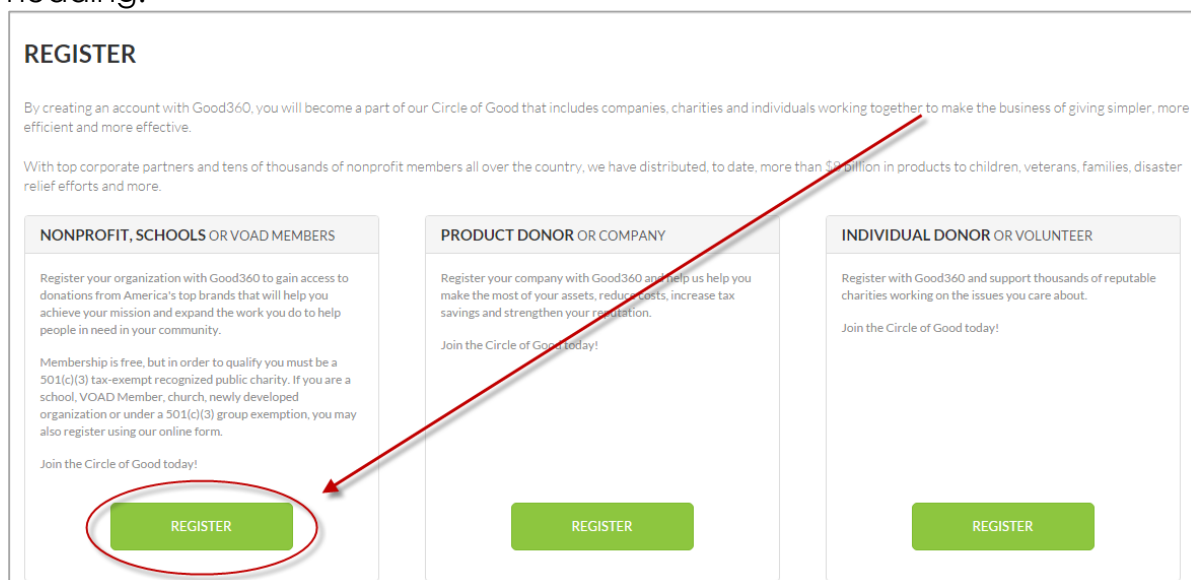
You will be sent to the "LOGIN OR CREATE AN ACCOUNT" page.

Step 2a: If you are already a registered member of Good360, you can login to your account and then you will be redirected back to the DisasterRecovery360 homepage. Continue to the process on how to "Register for a Disaster" on page 11.

Step 2b: If you are not already registered with Good360, Click on "Register" under the "New to Good360? Join the Circle of Good" heading.

Step 3: Click on "Register" under the "Nonprofit, School or VOAD Members" heading.

Step 4: Input your personal information and set up your account password. Then click "Next."

Step 5: If you are a nonprofit (501(c)(3)), input your Employer Identification Number (EIN). If you are unsure of what your EIN is, contact your administrator. This number helps Good360 ensure that you have the appropriate IRS status. Then, click "Find My Organization." (If you are a school, skip to Step 7.)

Step 6: Once you have inputted your EIN, select your nonprofit at the bottom of the screen, and click "Continue".

If you cannot find your nonprofit or school, click the **HERE** button to continue the registration process.

Step 7: Fill out/verify the information on the next page, and answer the questions at the bottom of the page. Then, click "Next."
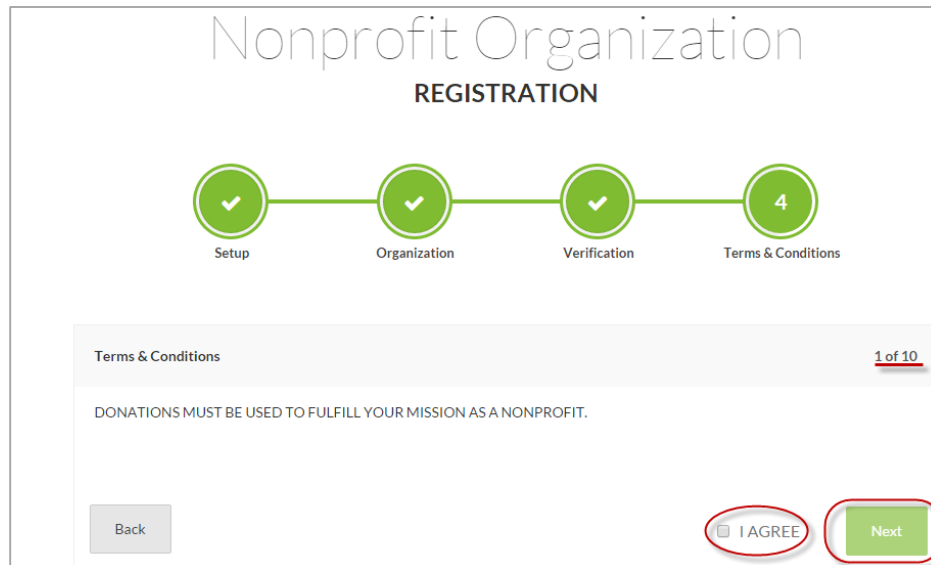
Step 8: Read through the Good360 Terms & Conditions. If you agree to Good360's terms and conditions, check in the "I Agree" box. Then, click "Next" and repeat the process for all 10 terms and conditions. Then click "Finish".
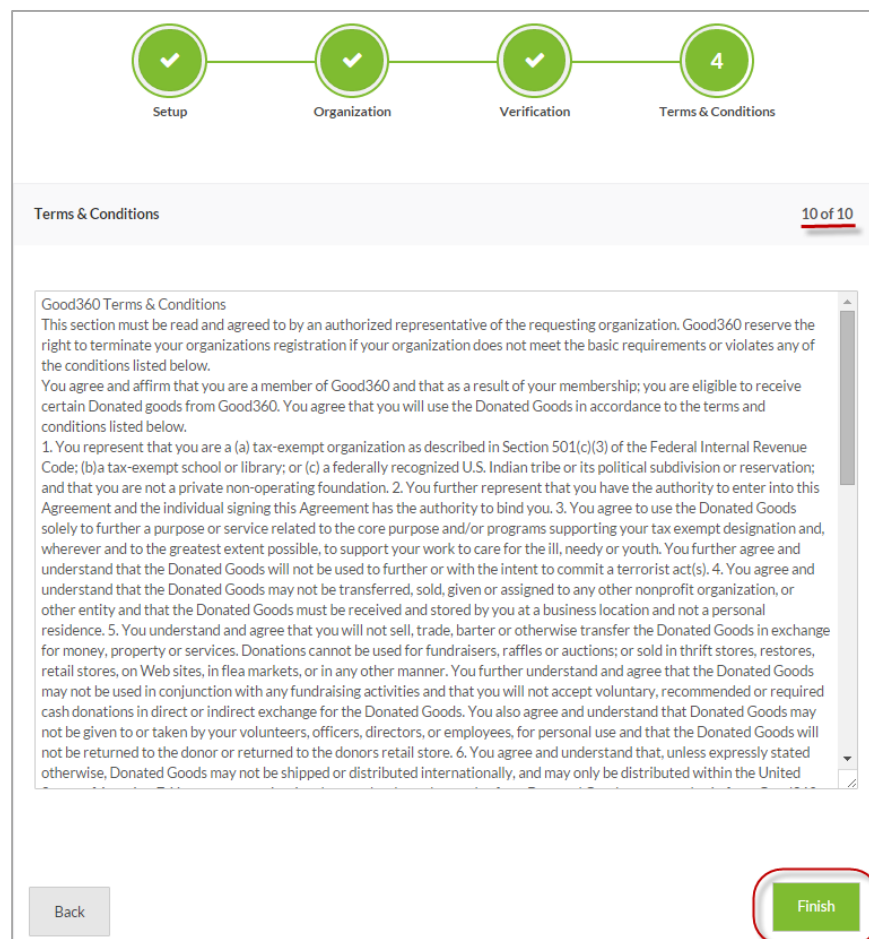
Nonprofit Organization
REGISTRATION

Setup — Organization — Verification — Terms & Conditions (4)

Terms & Conditions	1 of 10

DONATIONS MUST BE USED TO FULFILL YOUR MISSION AS A NONPROFIT.

Back   ☐ I AGREE   Next

Setup — Organization — Verification — Terms & Conditions (4)

Terms & Conditions	10 of 10

Good360 Terms & Conditions
This section must be read and agreed to by an authorized representative of the requesting organization. Good360 reserve the right to terminate your organizations registration if your organization does not meet the basic requirements or violates any of the conditions listed below.
You agree and affirm that you are a member of Good360 and that as a result of your membership; you are eligible to receive certain Donated goods from Good360. You agree that you will use the Donated Goods in accordance to the terms and conditions listed below.
1. You represent that you are a (a) tax-exempt organization as described in Section 501(c)(3) of the Federal Internal Revenue Code; (b)a tax-exempt school or library; or (c) a federally recognized U.S. Indian tribe or its political subdivision or reservation; and that you are not a private non-operating foundation. 2. You further represent that you have the authority to enter into this Agreement and the individual signing this Agreement has the authority to bind you. 3. You agree to use the Donated Goods solely to further a purpose or service related to the core purpose and/or programs supporting your tax exempt designation and, wherever and to the greatest extent possible, to support your work to care for the ill, needy or youth. You further agree and understand that the Donated Goods will not be used to further or with the intent to commit a terrorist act(s). 4. You agree and understand that the Donated Goods may not be transferred, sold, given or assigned to any other nonprofit organization, or other entity and that the Donated Goods must be received and stored by you at a business location and not a personal residence. 5. You understand and agree that you will not sell, trade, barter or otherwise transfer the Donated Goods in exchange for money, property or services. Donations cannot be used for fundraisers, raffles or auctions; or sold in thrift stores, restores, retail stores, on Web sites, in flea markets, or in any other manner. You further understand and agree that the Donated Goods may not be used in conjunction with any fundraising activities and that you will not accept voluntary, recommended or required cash donations in direct or indirect exchange for the Donated Goods. You also agree and understand that Donated Goods may not be given to or taken by your volunteers, officers, directors, or employees, for personal use and that the Donated Goods will not be returned to the donor or returned to the donors retail store. 6. You agree and understand that, unless expressly stated otherwise, Donated Goods may not be shipped or distributed internationally, and may only be distributed within the United

Back   Finish

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Step 9: Congratulations! You have successfully registered with Good360. You should receive a confirmation email, and the following page should appear on your screen. Login to your Good360 account.

Step 10: You will now be on your DisasterRecovery360 dashboard. From your dashboard, click the "DISASTER RECOVERY 360" button in the top navigation.
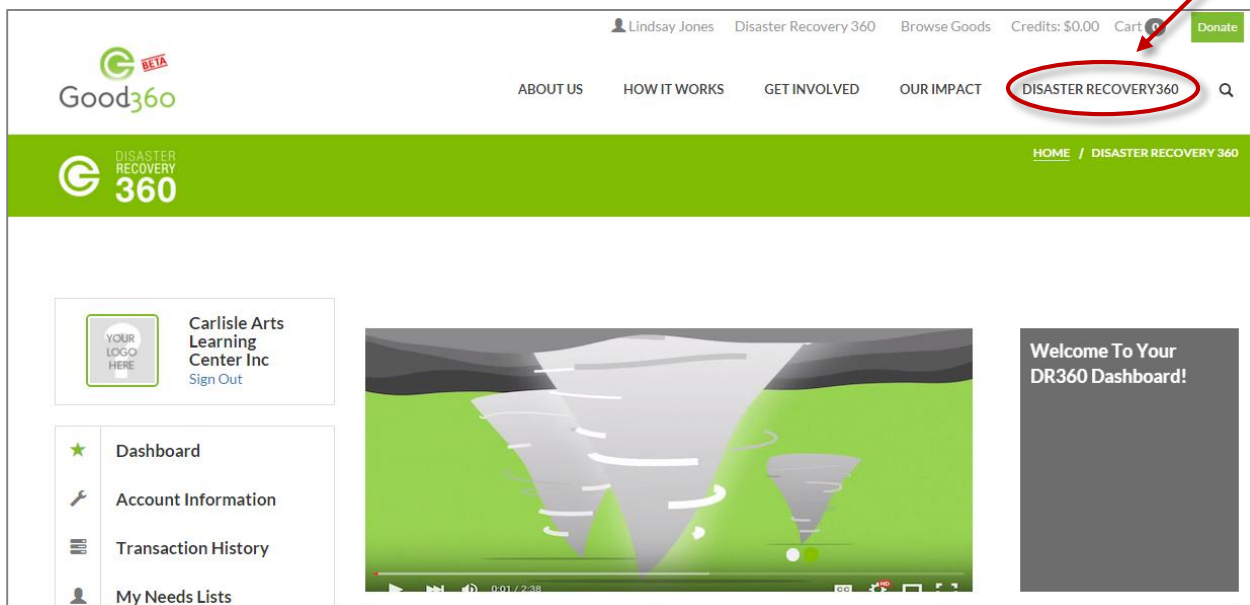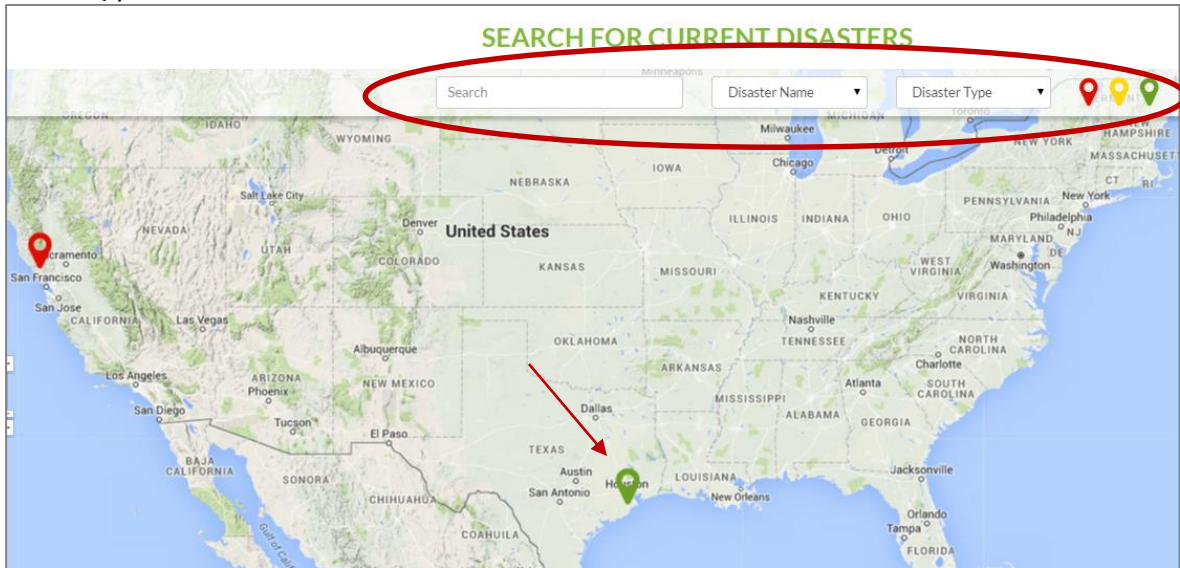
B. Register for a Disaster

<u>Step 1:</u> To register for a disaster, make sure you are logged into your Good360 account and are on the DisasterRecovery360 homepage.

Note: If you are not on the DisasterRecovery360 homepage, click on the "DISASTER RECOVERY 360"

Step 2: Scroll down to the map and use one of the search functions to find the disaster in which you are assisting. You can search by keyword, Disaster Name (dropdown), Disaster Type (dropdown) or Disaster Stage (Response, Relief, Recovery).

Step 3: Click on the pin for the Disaster in which you are assisting and then click "GET INVOLVED" on the pop-up box.
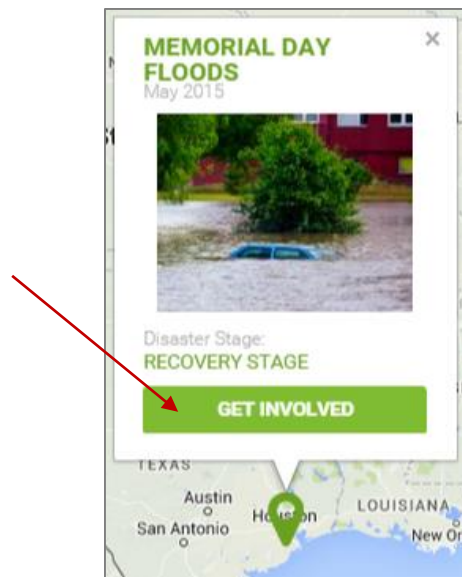
Step 4: You will be redirected to the landing page for that specific disaster. Click the "REGISTER FOR THIS DISASTER" on the left-hand side.
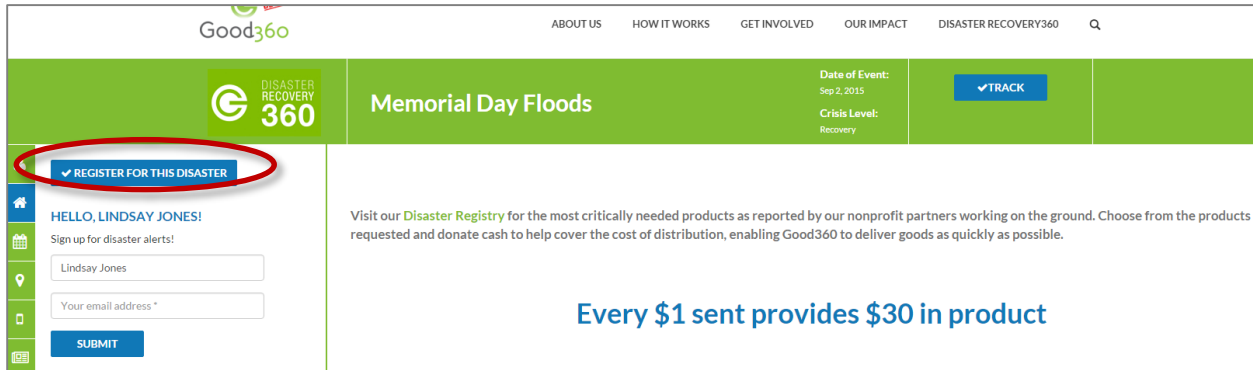
Step 5: You will then be sent to the logistics questionnaire for that disaster. Complete all questions to the best of your ability and then click SAVE. You will be able to make updates to your questionnaire through your DisasterRecovery360 dashboard, if anything changes.

First Name*

Lindsay

Last Name*

Jones

Street Address*

102 Schoolfield Drive

City*

Carlisle

State*

Pennsylvania ▼

Zip/Postal Code*

17013

Phone Number*

7032997561

How much storage space (square footage) do you have available to accept donations?*

Less than 100 square feet ▼

Do you have a loading dock at your ship-to location?*

Yes ▼

Do you have a forklift or pallet jack at your ship-to location?*

Pallet jack ▼

How soon can you accept product donations?*

Immediately ▼

Is your ship-to location accessible by a 53-foot trailer? (No narrow or washed out roads, no low hanging wires, etc.)?*

Yes ▼

Additional infromation about trailer access

Hours of operation

	From	To
Sunday	12:00 AM ▼	12:00 AM ▼
Monday	12:00 AM ▼	12:00 AM ▼
Tuesday	12:00 AM ▼	12:00 AM ▼
Wednesday	12:00 AM ▼	12:00 AM ▼
Thursday	12:00 AM ▼	12:00 AM ▼
Friday	12:00 AM ▼	12:00 AM ▼
Saturday	12:00 AM ▼	12:00 AM ▼

Additional information about hours of operation

Primary Coordinator

Name*   Lindsay Jones

Email address*   lindsay@good360.org

Cellphone number*   7038362121

SAVE

C. Create a Product Needs List

Community-based nonprofits that register for Good360's DisasterRecovery360 platform can use the Product Needs List as a resource to request the goods you need for your disaster relief and recovery efforts. This tool enables Good360 to aggregate the needs of multiple nonprofits so companies can fulfil those needs and launches a crowdfunding campaign so individuals can help cover the delivery fees to get you what you need, when you need it.

After you have registered for a disaster, you will begin the Product Needs List creation process.

Step 1: Click the "Browse Goods" button on the top navigation.
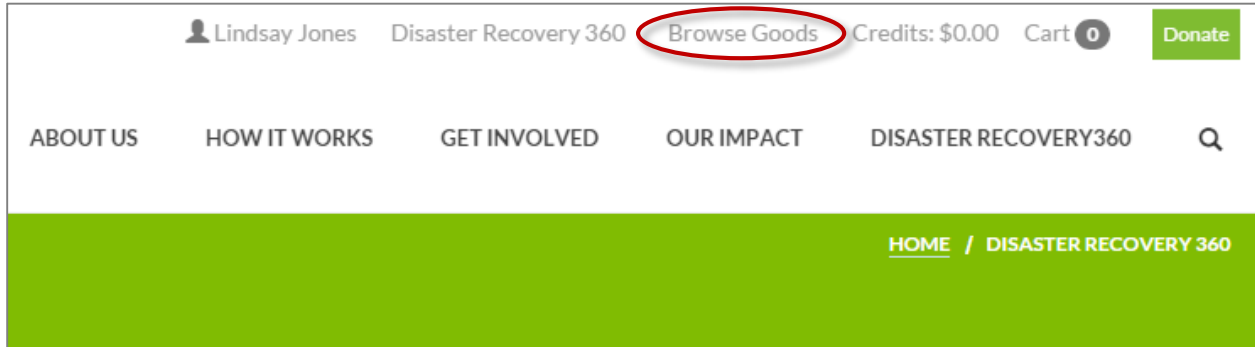
Step 2: Enter a name for the Product Needs List for reference. You can change the name at a later time.
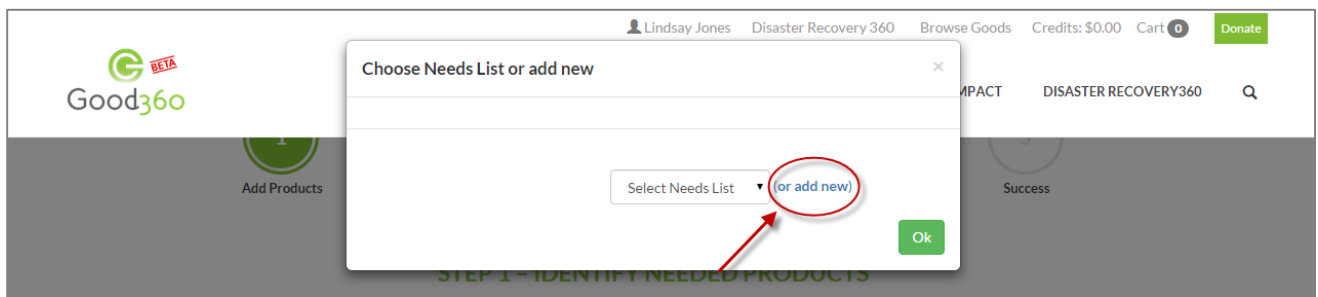
Step 3: STEP 1 – IDENTIFY NEEDED PRODUCTS

Begin to add your product needs by browsing the product categories on the top or side navigation or being entering the name of a specific product into the universal search box.

The donation catalog includes two types of products. You can add both types of items to your Product Needs List.

In Stock (Currently Available) Products

In Stock products are products that are currently available from Good360. Information about these products on the product list page includes a representative image, the delivery fee and the quantity per unit. To learn more about the donation, you can click on the image and it will open up the product detail page, which includes a description of the product, the product donor, and the unit of measure.

The delivery fee for a product is to help Good360 cover the shipping costs of that product to your organization. The fee will be added to your Needs List crowdfunding campaign for individual supporters to cover.

Please note that when you enter a quantity for an in stock product, you will be receiving the number of that product listed in the quantity per unit. For example, if you enter QTY: 1 for the Red Wing Work Gloves, you will receive 84 pairs of gloves.

Out of Stock (Future) Products

Out of Stock products are products that Good360 does not currently in inventory. Good360's donor development team will aggregate the need for these products with other nonprofits and then will make donation requests for these products to Good360's corporate partners on your behalf.

The photo for this product is representative only. To add this needed product, enter the exact quantity you need and click Add to Cart. For example, if you need 100 Tarps, enter in the quantity of 100 and click Add to Cart.

Good360 is unable to guarantee that we will be able to procure this product on your behalf, but if we do, your organization will be notified that it is In Stock via email and on your DisasterRecovery360 dashboard.

Step 4: When you are finished adding all the products you need, scroll down and click "Next Step-Review Products" to proceed to step 2. Alternatively, you may scroll to the top of the screen and click "Cart".

-OR-

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<u>Step 5:</u> STEP 2: REVIEW REQUESTED PRODUCTS & NEEDS LIST
The products you requested have been separated into two lists – your Product Needs List (items we currently have In Stock) is at the top and your Out of Stock List (products we do NOT have in stock, but will try to procure) is at the bottom.

Once published, your Product Needs List will be spotlighted on the DisasterRecovery360 website where individuals can help us deliver your product needs by covering the delivery fees through a crowdfunding campaign.

Step 6: On the Product Needs List, you can change the quantity of an item or remove items from the list. After updating the quantity of an item, make sure you click the green save button at the bottom of the list.

Step 7: You can also change the rank of the item in your Product Needs List. The products should be ranked in order of most needed. This is important because if your Product Needs List is not fully funded, we will ship the items to your organization in the order of their ranking. To change the rank, simply use the up and down arrows on the left-hand side of the list.

Step 8: Review your Out of Stock Products List. You can change the quantity or remove items. After updating the quantity of an item, make sure to click the green submit button.

Step 9: Once you have reviewed and updated both lists, click "Next Step- Finalize Needs List" on the bottom of the screen to proceed to Step 3.

Step 10: STEP 3 – FINALIZE YOUR PRODUCT NEEDS LIST

Review your Product Needs List once more to make sure you have included all product needs. To add additional products, scroll to the bottom and click the Back button until to reach the first step in the Product Needs List creation process.

Step 11: Create the content that explains how the products requested will help disaster survivors. This information will be showcased on your needs list crowdfunding campaign, and will help to engage potential supporters. There are a number of required fields indicated by asterisks next to the field name.

Edit the name of your needs list to something that is both attention grabbing and has a call to action. The message should explain what your organization is doing to assist survivors and why these products are critically-needed. The introduction should be a condensed version of the message as it will be visible on the embeddable widget. Good360 has pre-populated information that can be used, if you do not want to personalize the message or introduction.

You will also need to upload at least one photo, enter in the number of lives you estimate you will assist, select the number of days the crowdfunding campaign will be active for, and if the needs list can be seen by the public or not. There is also an option to upload an MP4 video file or a YouTube video, but those are not required. Hover over the question marks next to the fields for further explanation.

Name *	Test Disaster [?]
Introduction *	We need your help today to deliver critically needed products to disaster survivors. [?]
Message *	We are on the ground assisting disaster survivors today. We have assessed current product needs and through Good360 will be able to meet those needs. We are requesting cash donations to cover the delivery fees of these critically needed products, so that we can assist survivors. [?]
Images *	Change Remove [+] [?]
Video	⊕ UPLOAD MP4 VIDEO FILE [?]
Link to Youtube Video	[YouTube] [?]
Lives impacted *	10 [?]
Needs List will be active for *	7 days ▼ [?]
Visibility *	◉ Public ○ Private [?]

Back   Save   Next Step - Preview Needs List

Step 12: Once you have add all content click Next Step – Preview Needs List at the bottom of the page.

Back	Save	Next Step - Preview Needs List
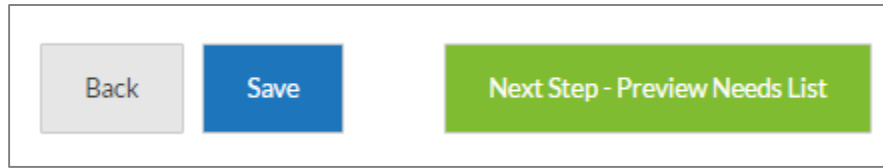
Step 13: STEP 4 – PREVIEW PRODUCT NEEDS LIST

Review your Products Needs List items and content to your crowdfunding page one final time.

✓ Add Products ✓ Review Products ✓ Finalize Needs List 4 Preview Needs List 5 Success

STEP 4 – PREVIEW PRODUCT NEEDS LIST

Please take one last look at the products in your Product Needs List, and make sure they are ranked correctly (top-ranked products will be delivered first). You can also preview the Needs List Detail Page and the Widget to make sure all content and images are clear. If you would like to edit the content, you must click back to Step 3. When your products and content are ready in Step 4, click Next Step – Publish Needs List.

I AM ASSISTING WITH: **SOUTH CAROLINA FLOOD**   NEEDS LIST: SC FLOOD - TEST NEEDS LIST (CHANGE)

Modifications saved.

SHIPPING ADDRESS
Lindsay Jones, 675 N. Washington, Alexandria, Virginia 22314 US

RANK ?	PRODUCT	SKU	DELIVERY FEE	QTY	SUBTOTAL
2	SEVENTH GENERATION DIAPERS - SANTA ROSA, CA (724 DIAPERS)	WF0122COD	$62.00	1	$62.00
3	RED WING FLAME RESISTANT BIBS/OVERALLS (8 OVERALLS)	352364	$52.00	1	$52.00
			TOTAL AMOUNT TO RAISE:		$114.00

PREVIEW PAGE   PREVIEW WIDGET

Description	Entry
Name	SC Flood - TEST Needs List
Nonprofit Name	The Alliance Home of Carlisle PA
Introduction	We need your help today to deliver critically needed products to the families displaced from the Carolina Flood.
Description of how these donations will impact the community and individuals	We are on the ground assisting disaster survivors today. We have assessed current product needs and through Good360 will be able to meet those needs. We are requesting cash donations to cover the delivery fees of these critically needed products, so that we can assist survivors. These historic floods have impacted thousands of families and there is a long road ahead to get these communities back on their feet. Your donation will allow us to amplify our impact by providing needed goods throughout the recovery process.
Lives Impacted	1000
Type	Reserved
Visibility	Private
Active For	1 Days
Media	

Step 14: Review the detail page of your Product Needs List crowdfunding campaign and widget by clicking either the "Preview Page" or the "Preview Widget" buttons in the middle of the page.

STEP 4 – PREVIEW PRODUCT NEEDS LIST

Please take one last look at the products in your Product Needs List, and make sure they are ranked correctly (top-ranked products will be delivered first). You can also preview the Needs List Detail Page and the Widget to make sure all content and images are clear. If you would like to edit the content, you must click back to Step 3. **When your products and content are ready in Step 4, click Next Step – Publish Needs List.**

I AM ASSISTING WITH: **SOUTH CAROLINA FLOOD**   NEEDS LIST: SC FLOOD - TEST NEEDS LIST (CHANGE)

Modifications saved.

SHIPPING ADDRESS
Lindsay Jones, 675 N. Washington, Alexandria, Virginia 22314 US

RANK [?]	PRODUCT	SKU	DELIVERY FEE	QTY	SUBTOTAL
2	SEVENTH GENERATION DIAPERS - SANTA ROSA, CA (724 DIAPERS)	WF0122COD	$62.00	1	$62.00
3	RED WING FLAME RESISTANT BIBS/OVERALLS (8 OVERALLS)	352364	$52.00	1	$52.00
		TOTAL AMOUNT TO RAISE:		$114.00	

PREVIEW PAGE   PREVIEW WIDGET

Description	Entry

Step 15: Review and check off that you agree with all Good360 Terms & Conditions and answer any questions that may be posted.

TERMS & CONDITIONS

☐ Donations may not be sold at flea markets, yard sales, eBay or other internet sites or selling venues.

☐ Donations cannot be bartered or otherwise transferred in exchange for money, property or services or given to another nonprofit organization or other entity.

☐ Donations cannot be used in conjunction with any fundraising activities, silent auctions, or as prizes.

☐ Donation must be stored at a business location and not a personal residence.

☐ The goods will be used solely for the care of the ill, needy, or youth (as those terms are defined in applicable U.S. Treasury regulations).

☐ Unless otherwise stated, donated goods may not be shipped or disturbed internationally

☐ I accept Good360 Terms and Conditions.

Will your organization be using this donation for your disaster relief and recovery efforts? | Yes ▼ |
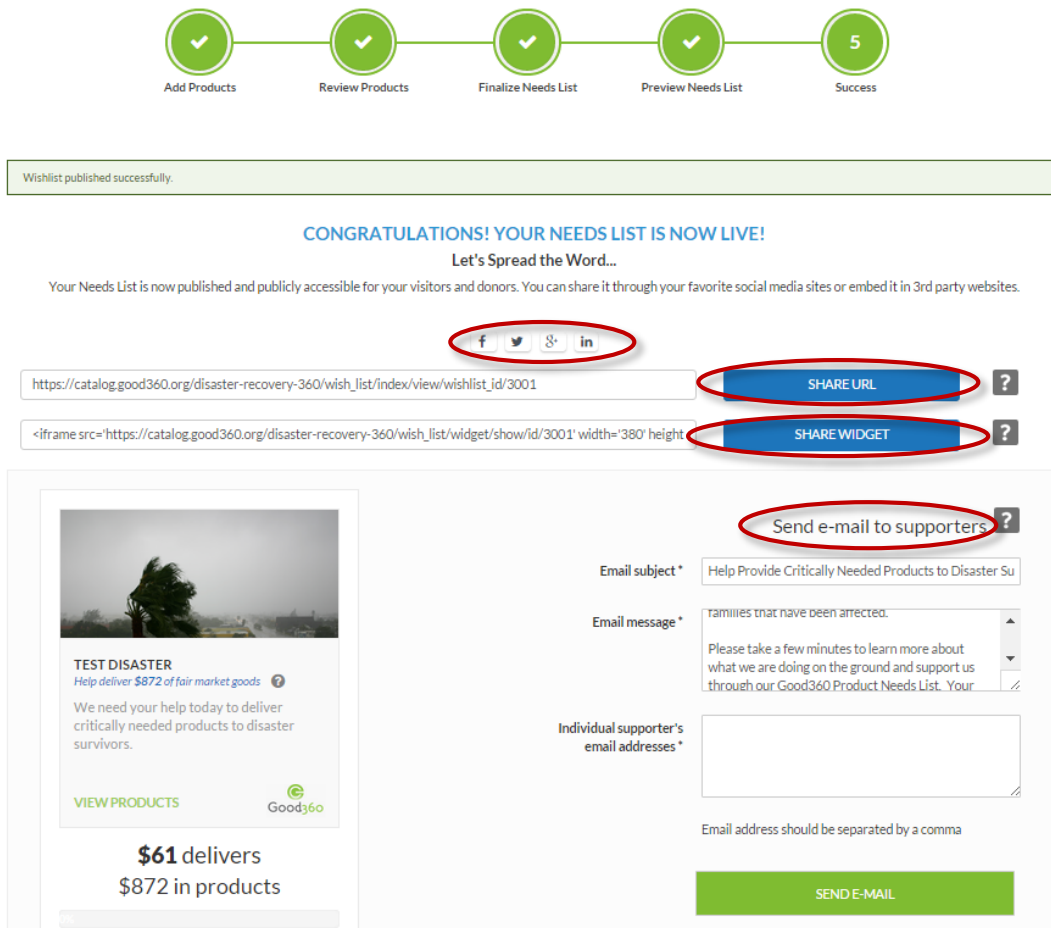
Step 16: Now click "Next Step- Publish Needs List."

☐ Donation must be stored at a business location and not a personal residence.

☐ The goods will be used solely for the care of the ill, needy, or youth (as those terms are defined in applicable U.S. Treasury regulations).

☐ Unless otherwise stated, donated goods may not be shipped or disturbed internationally

☐ I accept Good360 Terms and Conditions.

BACK   SAVE   ✔ NEXT STEP - PUBLISH NEEDS LIST

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Step 17: STEP 5 – SUCCESS!

Congratulations! You have completed a DisasterRecovery360 Product Needs List for your organization. You should receive a confirmation email, and the following screen should appear. Your Needs List will be showcased on the Good360 website as a crowdfunding campaign and individuals will be able to donate cash to cover the costs of delivery fees.

Notify your own network and ask for their support by sharing the link to your Product Needs List campaign in an email, sharing the information via social media, adding the widget to your organization's website or blog or sending the pre-populated email drafted by Good360.

D. Create an Impact Story

One of the most powerful tools to keep supporters and donors engaged in your work is the multi-media Impact Story. Good360 makes it easy for you to provide feedback on the critically-needed product donations you received in your disaster recovery efforts through our Impact Story Tool.

Before you begin creating your impact story, make sure you have some important information completed under Account Information on your dashboard.

Step 1: Nonprofit Logo - Though you are not required to upload your logo to complete an impact story, it is highly recommended that it is uploaded as it not only helps in legitimizing your organization, but if you do not upload a logo, a broken image icon will show up on your Impact Story.

Click on Account Information on the left-hand navigation of your DisasterRecovery360 dashboard.
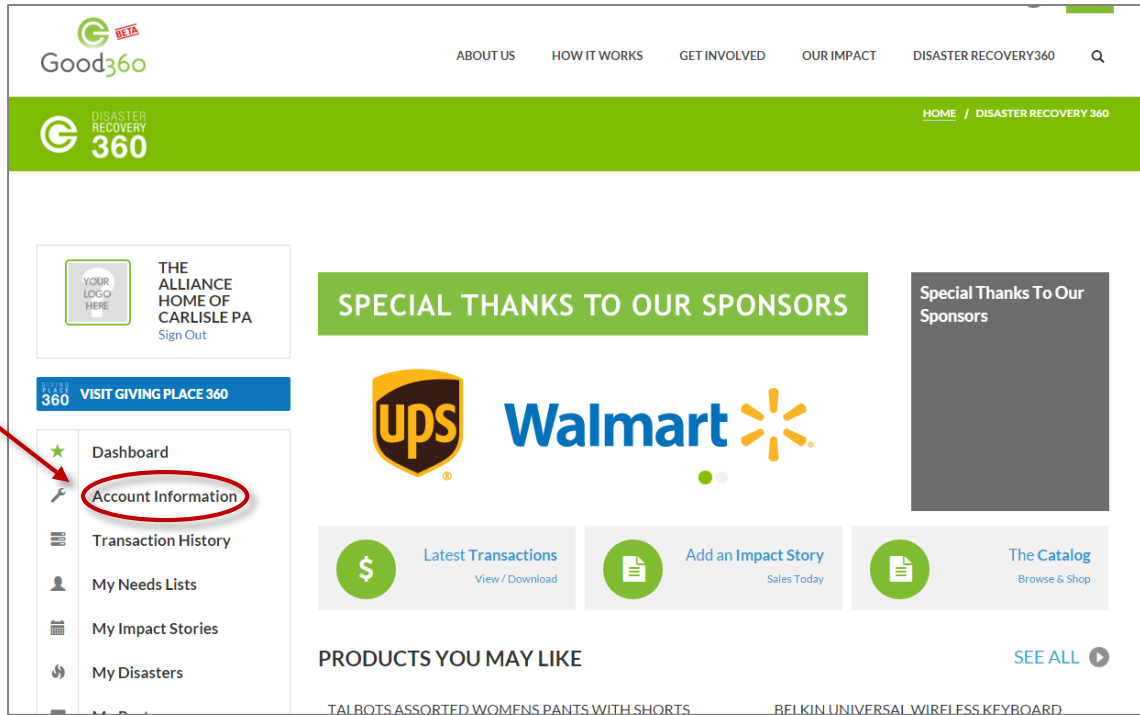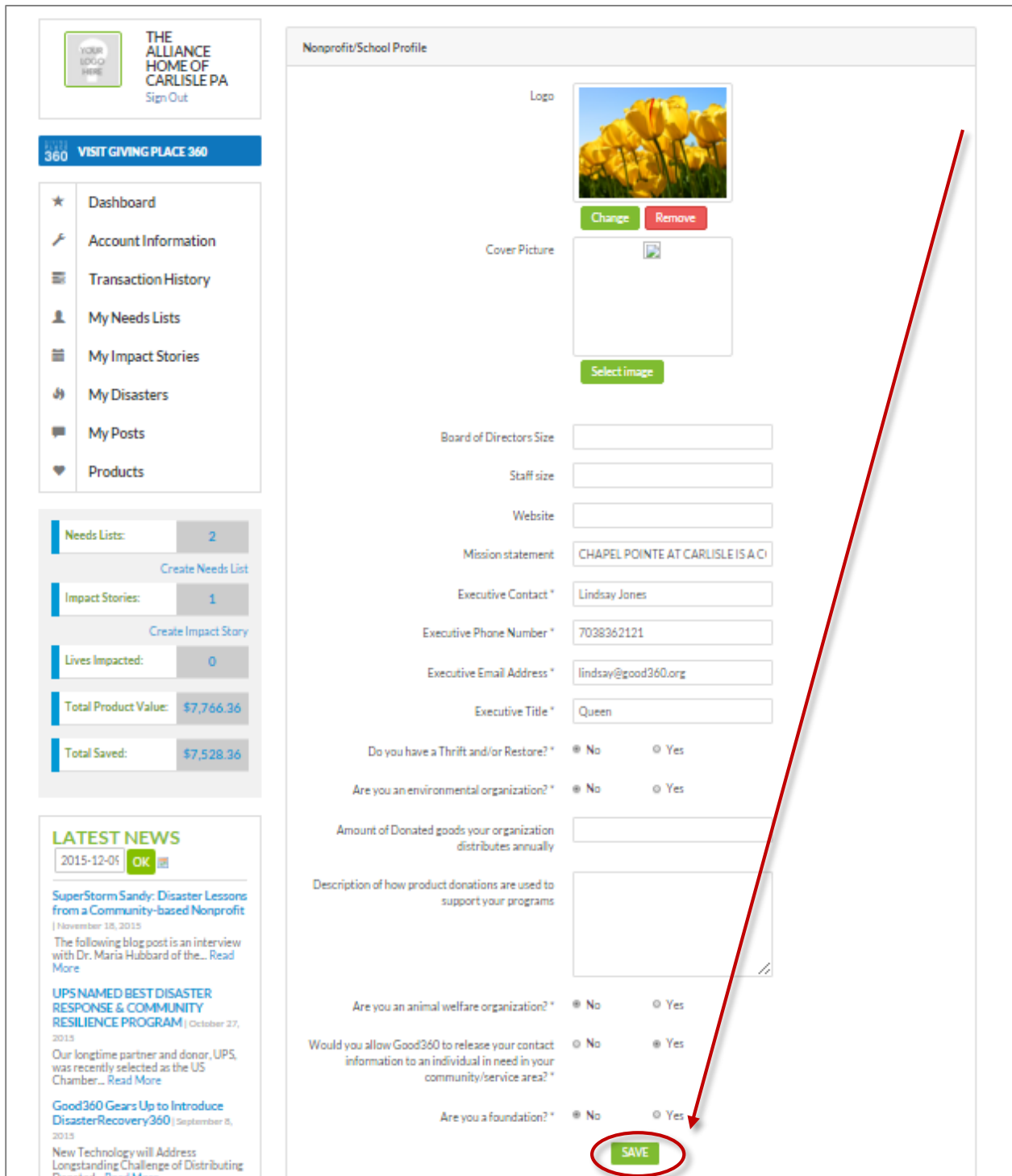
Step 2: Click the pencil next to Nonprofit/School Profile.
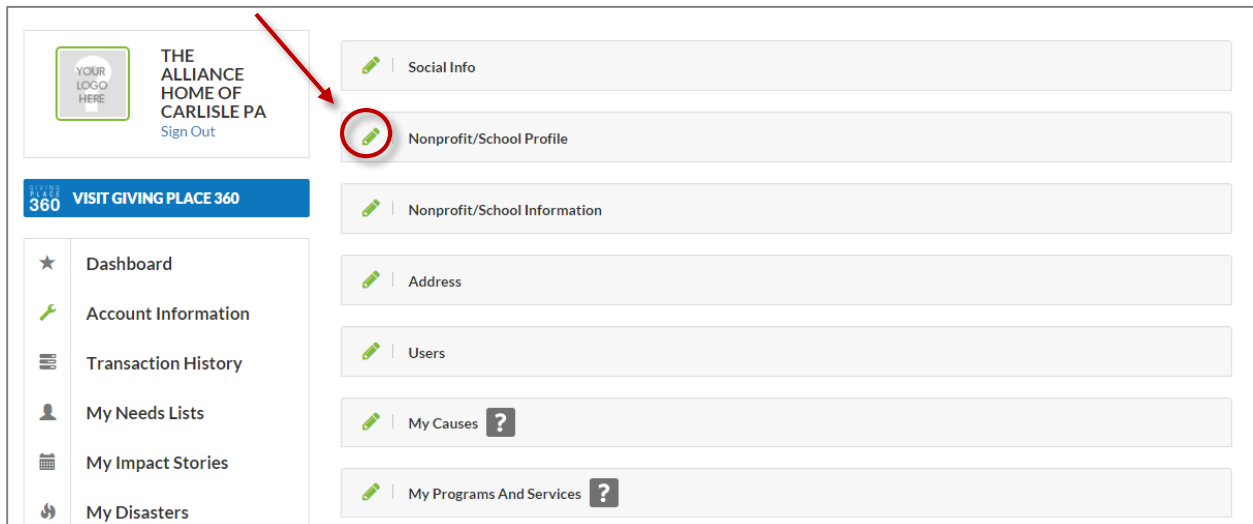
Step 3: Under Logo, click on the "Select Image" button and then upload your organization's logo from your computer.
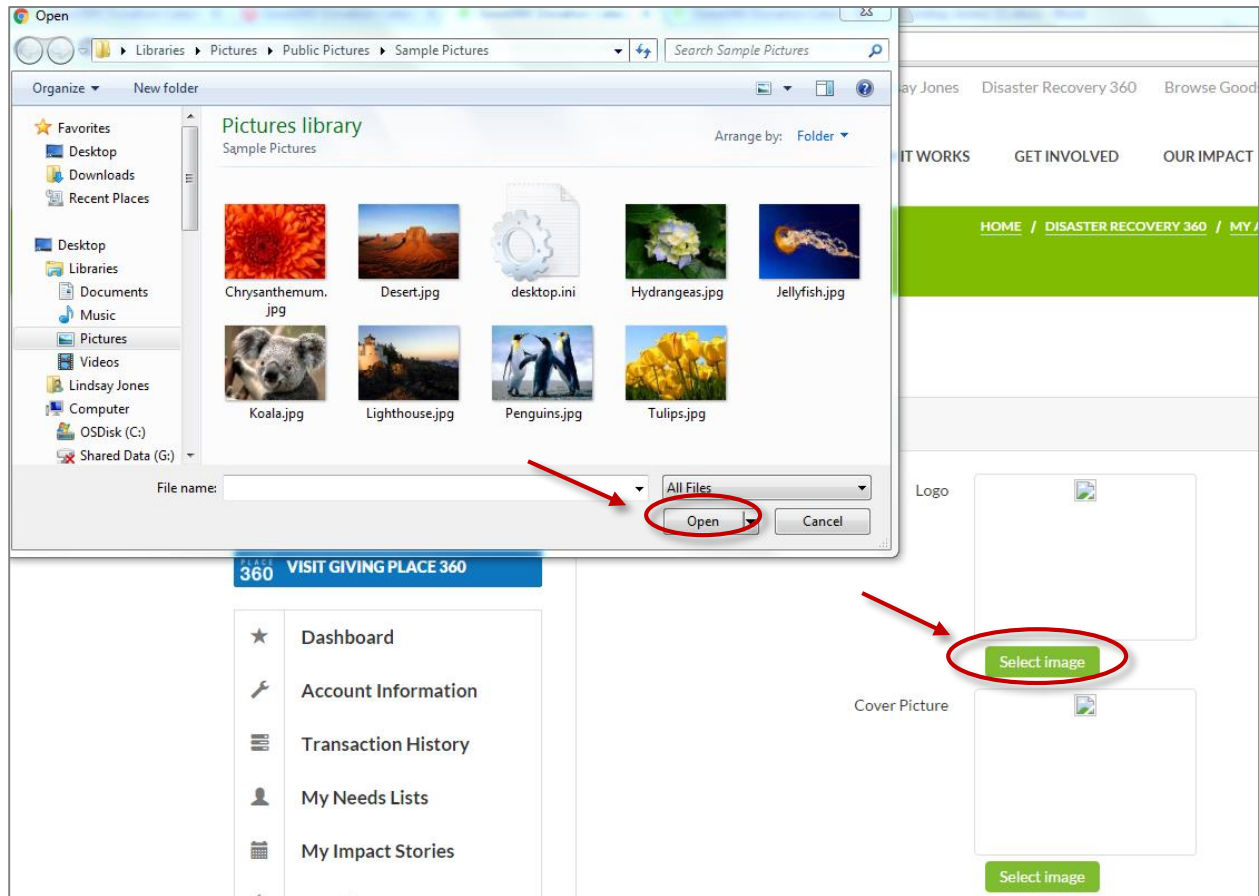
Step 4: Once the logo has been uploaded, scroll to the bottom and click the "SAVE" button.

Step 5: Nonprofit Cause(s) - To create and publish an Impact Story, your organization must have added at least one cause that it supports on a day-to-day basis to the My Causes field.
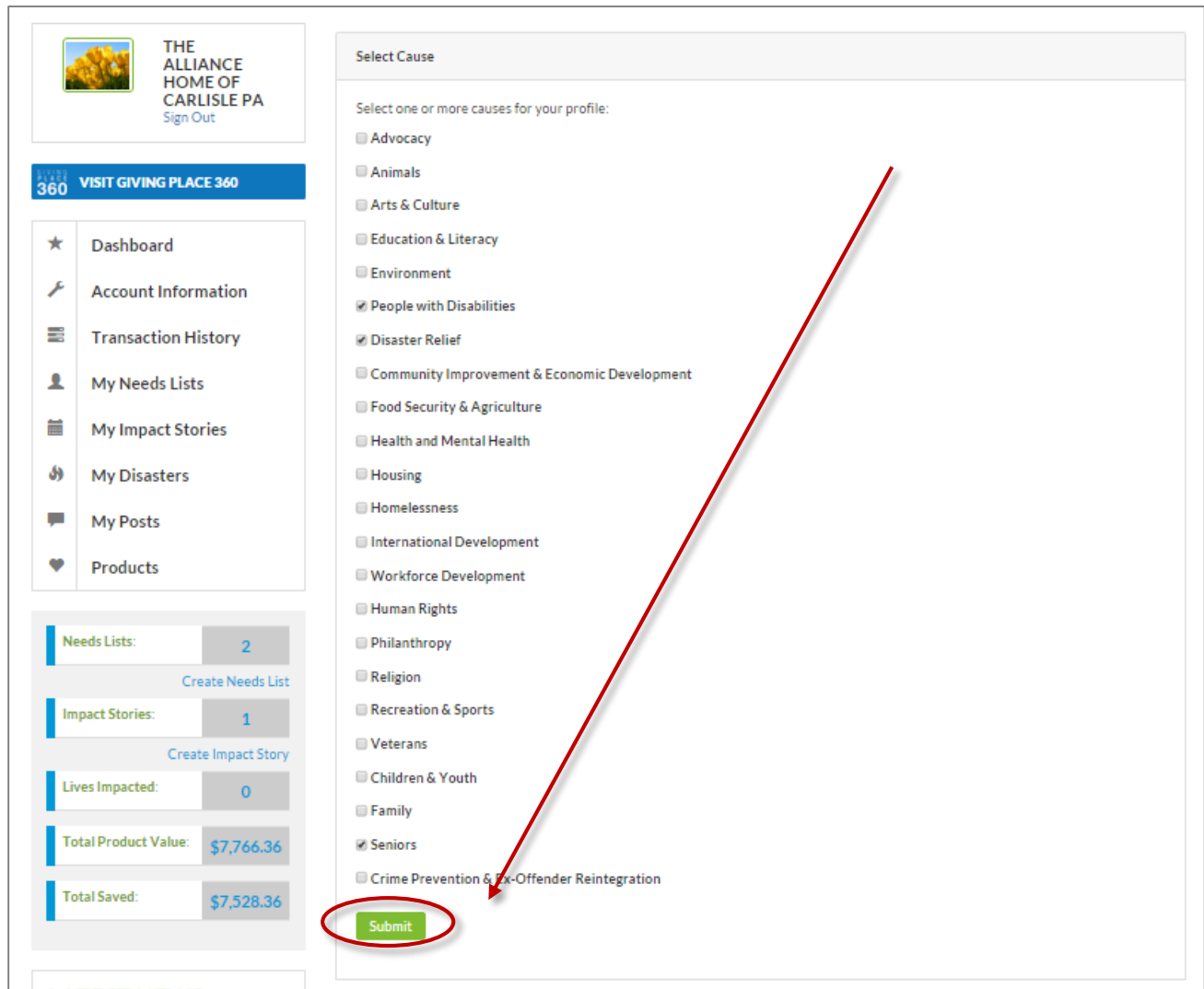
Under Account Information, click on the green pencil next to the "My Causes".
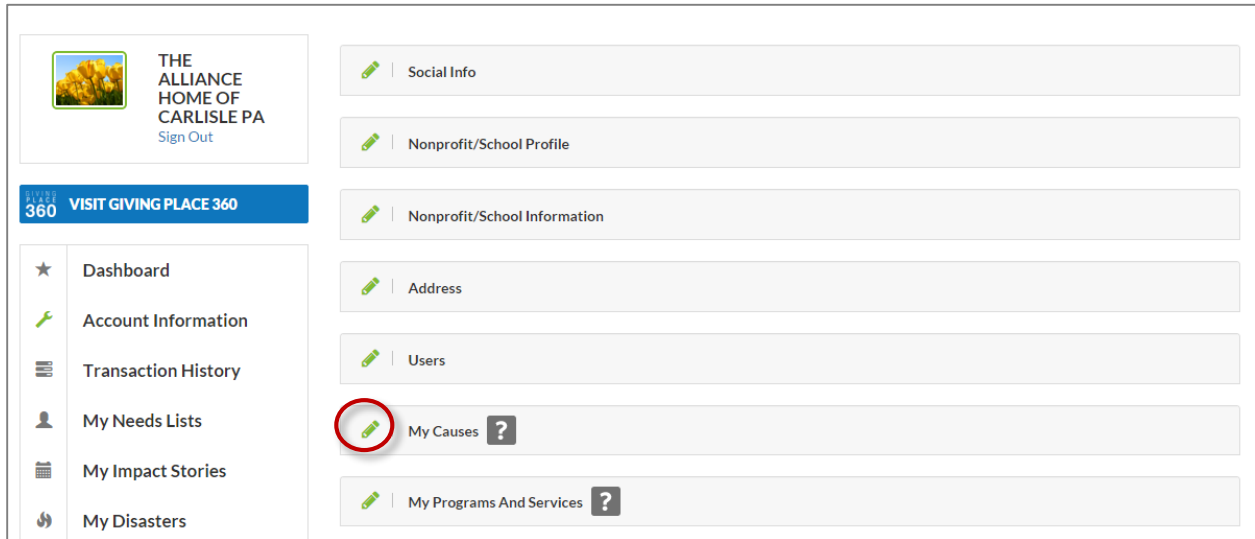
Step 6: Click the checkbox of at least one, but up to three causes that your organization supports.
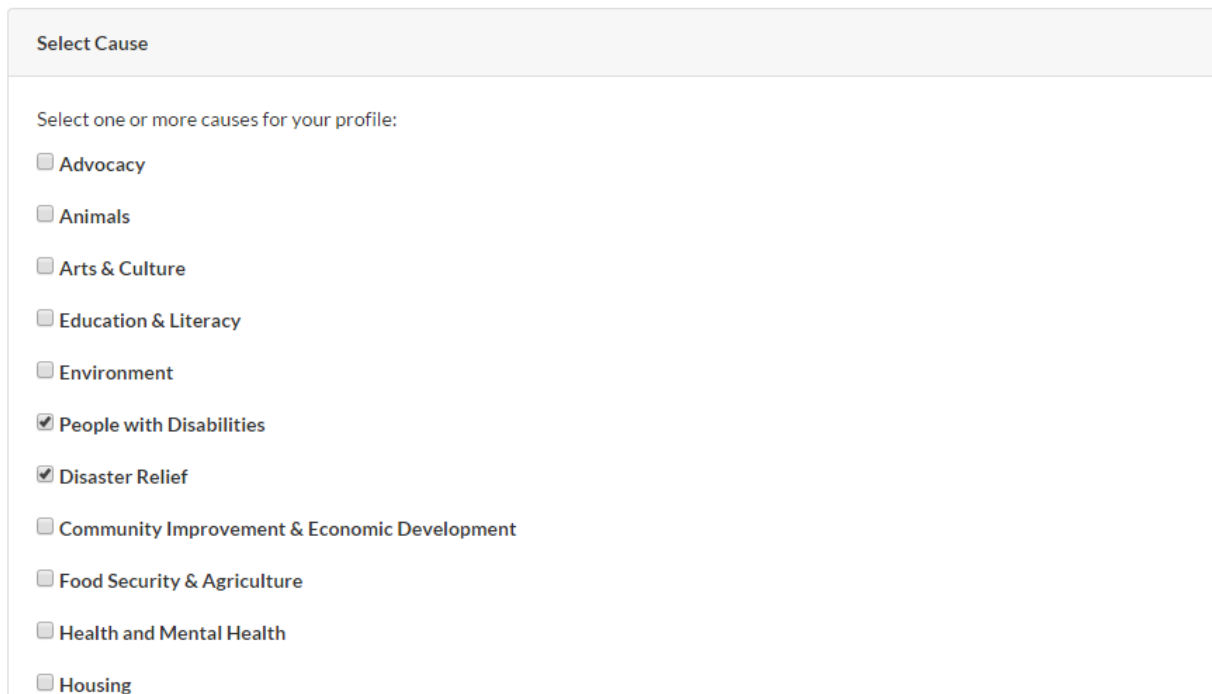
Step 7: When you have checked your cause(s), scroll to the bottom and click the "Submit" button.

Now you are ready to create your Impact Story.

Step 8: From your DisasterRecovery360 dashboard, click on the "Transaction History" tab on the left-hand navigation.
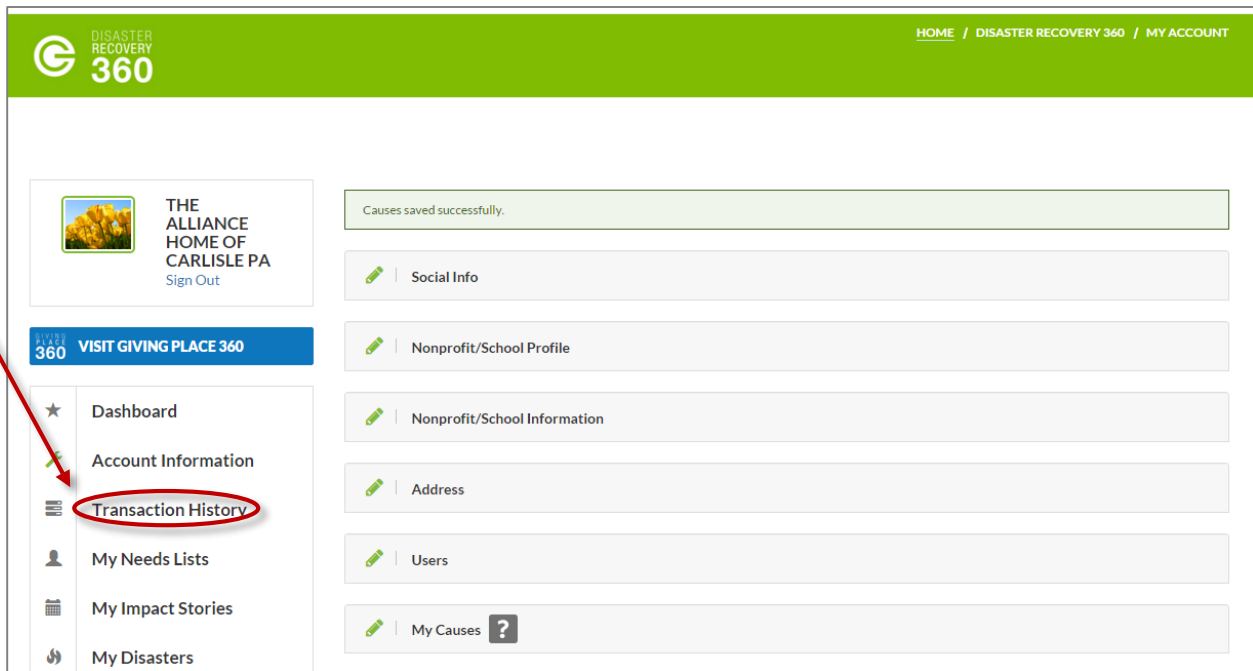
Step 9: These are your DisasterRecovery360 transactions (orders). By each transaction that has already shipped to your organization, there is a blue "Create Impact Story" button. Click the button next to the shipment you are writing the impact story about.
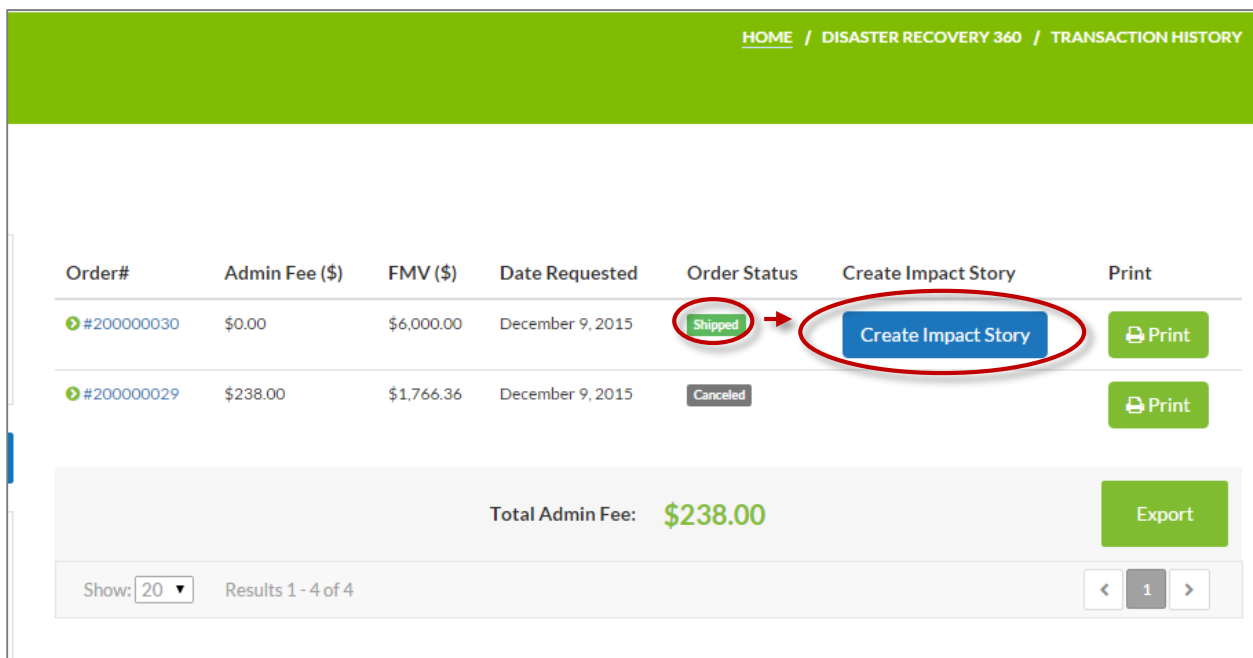
Note: If you are unsure, you can click the green arrow next to the Order # to see the contents of the transaction. If you are creating the impact story about multiple transactions, you will be able to indicate that in the next step.

Order#	Admin Fee ($)	FMV ($)	Date Requested	Order Status	Create Impact Story	Print
⊙ #200000030	$0.00	$6,000.00	December 9, 2015	Shipped	**Create Impact Story**	🖶 Print

Product Name		Admin Fee ($)	Fair Market Value ($)		Status
Tents - Test Item		$0.00	$1,000.00		Shipped
Sleeping Bags - Test Item		$0.00	$2,500.00		Shipped
Bottled Water - Test Item		$0.00	$2,500.00		Shipped

Step 10: Check the box for each donation that this impact story is about and then press the "Create Impact Story" button.
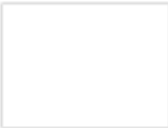
⬍ Order	⬍ Admin Fee ($)	⬍ Fair Market Value ($)	⬍ Date Requested	⬍ Order Status	⬍ Create Impact Story
❱ #200000030	$0.00	$6,000.00	December 9, 2015	Shipped	☑ Create Impact Story
		Total: $0.00			**Create Impact Story**

Show: 20 ▾   Results 1 - 2 of 2   ‹ 1 ›
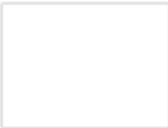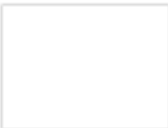
Step 11: The Impact Story template will pull important information into the page like the products you received, the fair market value of the donations, and the logos of the companies that generously donated to your organization, but there is still content that needs to be completed by you.
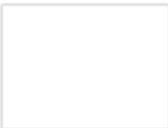
Step 12: Add in one image from your distribution by clicking "Select Image" and uploading an image from your computer. You can add up to four, but one is required.
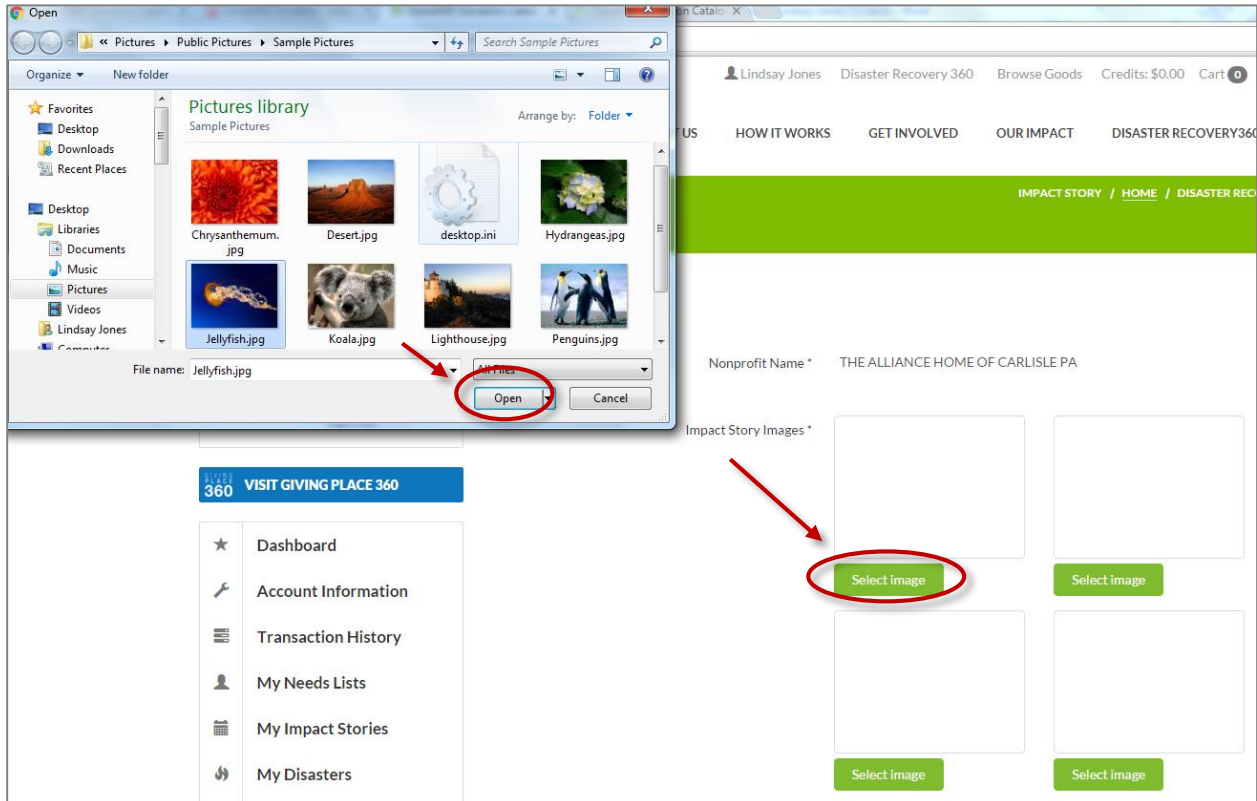
Step 13: Enter a compelling title and detailed story that explains to the donors how the donations were distributed or used, as well as thanks them for their support. Both fields are required.

Step 14: Enter in the number of lives you impacted with the donation. This field is required.

Number of Lives Impacted *		?

Step 15: Enter in the city and use the dropdown to select the state where your distribution occurred. This field is required.

City *		?
State *	-- Please select -- ▼	

Step 16: An MP4 video file can be uploaded and a link to a YouTube video can be entered, but neither field is required.

Step 17: All Impact Stories are reviewed by Good360 staff before they are published on our website. They may also be reviewed by one or more donor companies, if that is the company's preference. If you have any comment that you would like to send to the reviewer, add it here.

Step 18: Once all required fields are complete, click "Publish."

<u>Step 19:</u> Your Impact Story will be reviewed by Good360 within 3-5 business days and then it will be highlighted on our website. We will also share it with the donors that contributed to your Product Needs List.

Once it has been published, you will find it under your Impact Story tab on your DisasterRecovery360 dashboard listed as STATUS – UNDER REVIEW.

Step 20: Once the impact story has been approved by Good360, the status will change to approved under the My Impact Stories tab of your DisasterRecovery360 dashboard and you will be able to share it with your supporters on your organization's website or blog by copying the widget embed link.

Step 21: To view the URL link for the impact story that can be added into an email to supporter's or to share your impact story on social media, click view on the My Impact Stories List page. It will open up the story and you will be able to share the content.

E. DisasterRecovery360 Dashboard

A nonprofit's DisasterRecovery360 dashboard contains all information pertaining to their work in disaster relief and recovery with Good360.
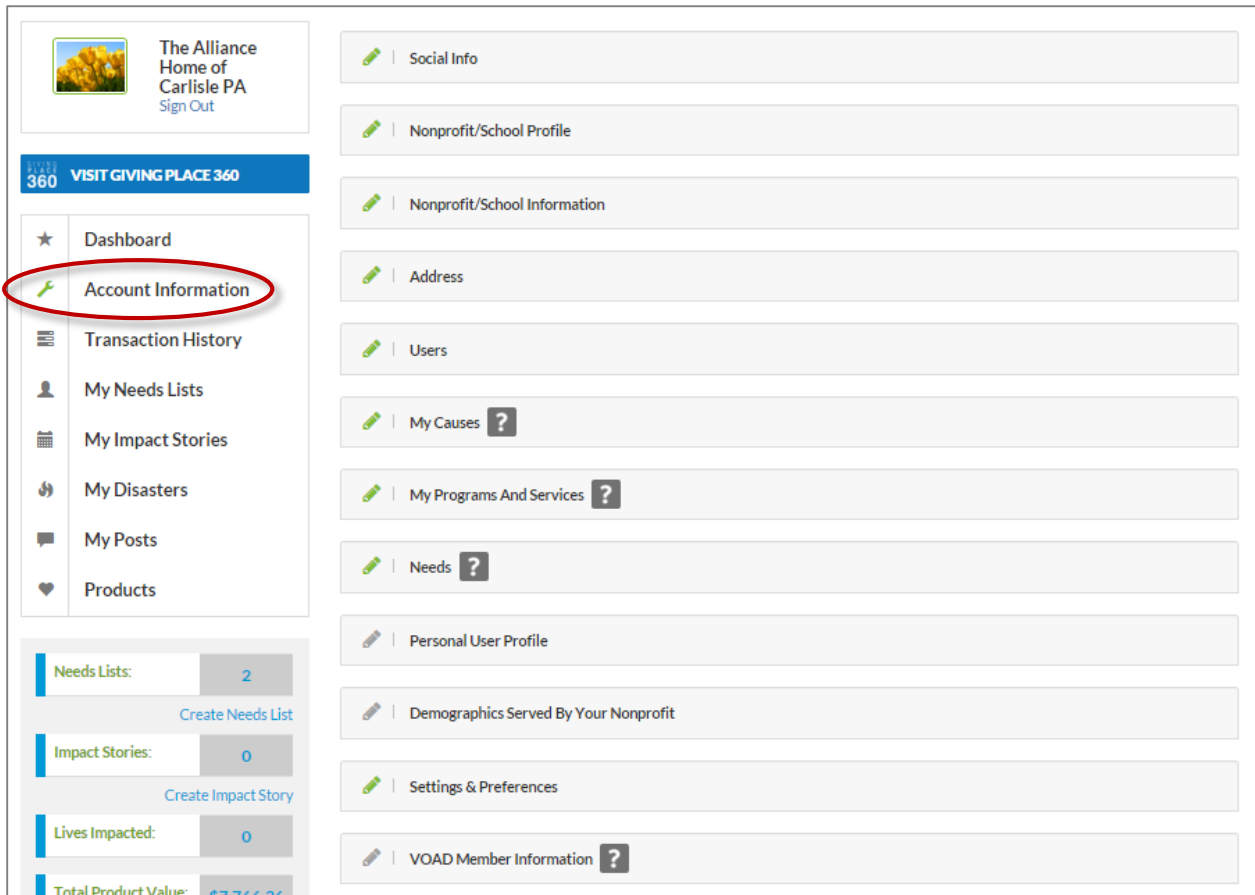
Here is a quick overview of what you will find within each tab:

- Account Information: Your background information, including contact information, and information describing who you serve and your website preferences.
- Transaction History: All of your disaster-related transactions.
- My Needs List: All published, pending & closed Product Needs List for your disaster efforts.
- My Impact Stories: All published and approved impact stories for your disaster efforts.
- My Disasters: A list of all disasters your organization has registered for and the associated logistics questionnaires.
- My Posts: The updates and photos your organization uploads to DisasterRecovery360 about your work assisting in disaster.
- Products: The items on your Out of Stock list where you can add, edit or remove those needs.
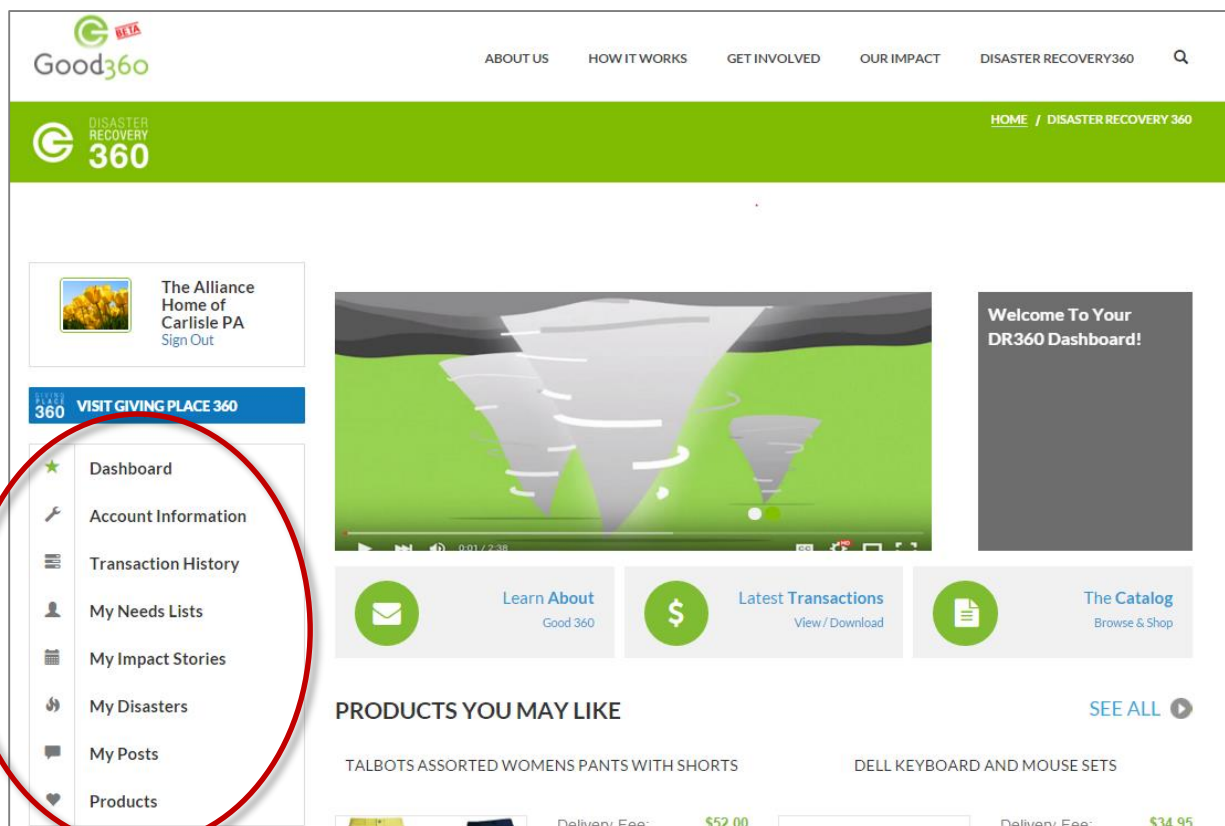
i. <u>Account Information</u>
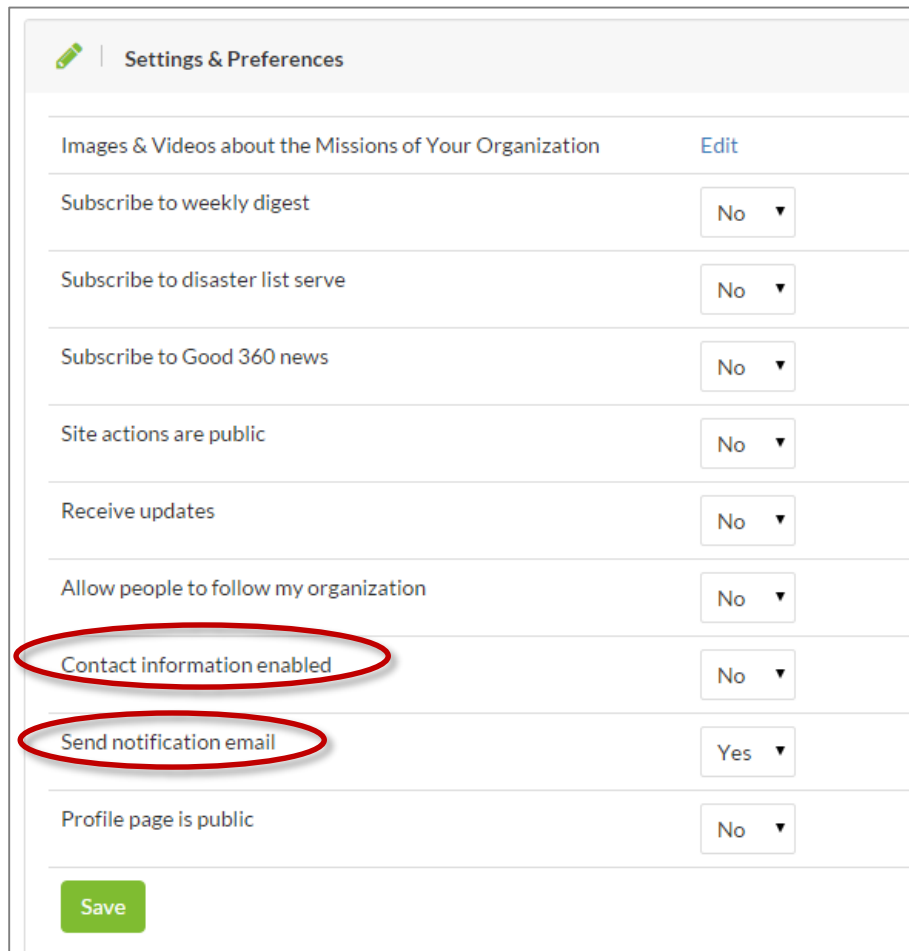
The Account Information tab is the same as the one on your organization's GivingPlace360 dashboard. Any updates made here will be reflected on your GivingPlace360 dashboard and vice versa.

The most important field under Account Information for DisasterRecovery360 would be Settings & Preferences. Review your answers to the following two questions as they are pertinent to our communication and work with your organization in disaster.

- Contact information enabled: YES – This will give Good360 permission to release your organization's contact information to individuals in need that have been impacted by a disaster.

- Send notification email: YES – This will allow Good360 to send your organization email notifications pertaining to your disaster efforts. These emails may address when one of your product needs was fulfilled by a company, when it is time for your organization to update your product needs list, when you need to create an impact story for one of your donations and more.

ii.   <u>Transaction History</u>
All disaster donation transactions are shown on this tab. This includes the Order #, Administrative Fee (Delivery Fee) total that needs to be covered through the crowdfunding campaign, the total Fair Market Value of the donations and the status of the request.

If the order has shipped, there will also be a blue "Create Impact Story" button that launches the step-by-step impact story tool.

If you want to see the details of an order, you can click the green arrow, and it will show the details, including the products, their administrative fee (delivery fee), and fair market value.

iii.   My Needs Lists.
Under this tab, you can view all pending, published and closed
Product Needs Lists for your disaster efforts. You can also start a
new Needs List by clicking the "Create Needs List' button.

You can view the details of your crowdfunding campaign, including the
amount donated versus the total amount needed, the time until the
campaign closes. You can also click "Send Message to draft an email to
potential supporters.

iv.   <u>My Impact Stories</u>

On this tab, you can view all Impact Stores from your Good360 disaster donations that are published or approved. If they have been approved by Good360, copy the widget embed link for use on your website or blog. You can also click view, which will open up the impact story and enable you to copy the URL for the story page or share the story through social media.

v.   <u>My Disasters</u>

Each disaster your organization registered for with DisasterRecovery360 is listed under this tab. You are also able to edit the corresponding logistics questionnaire or create a new needs list for that disaster.

vi.   <u>My Posts</u>

On this tab, your organization can create quick posts with updates and photos throughout your relief & recovery efforts. These posts will be highlighted on the disaster landing page and will be especially important once the media has left the impacted area.

Note: All posts will be reviewed by Good360 staff before they will be visible on the DisasterRecovery360 disaster landing page.

Help us keep individual and company donors engaged!
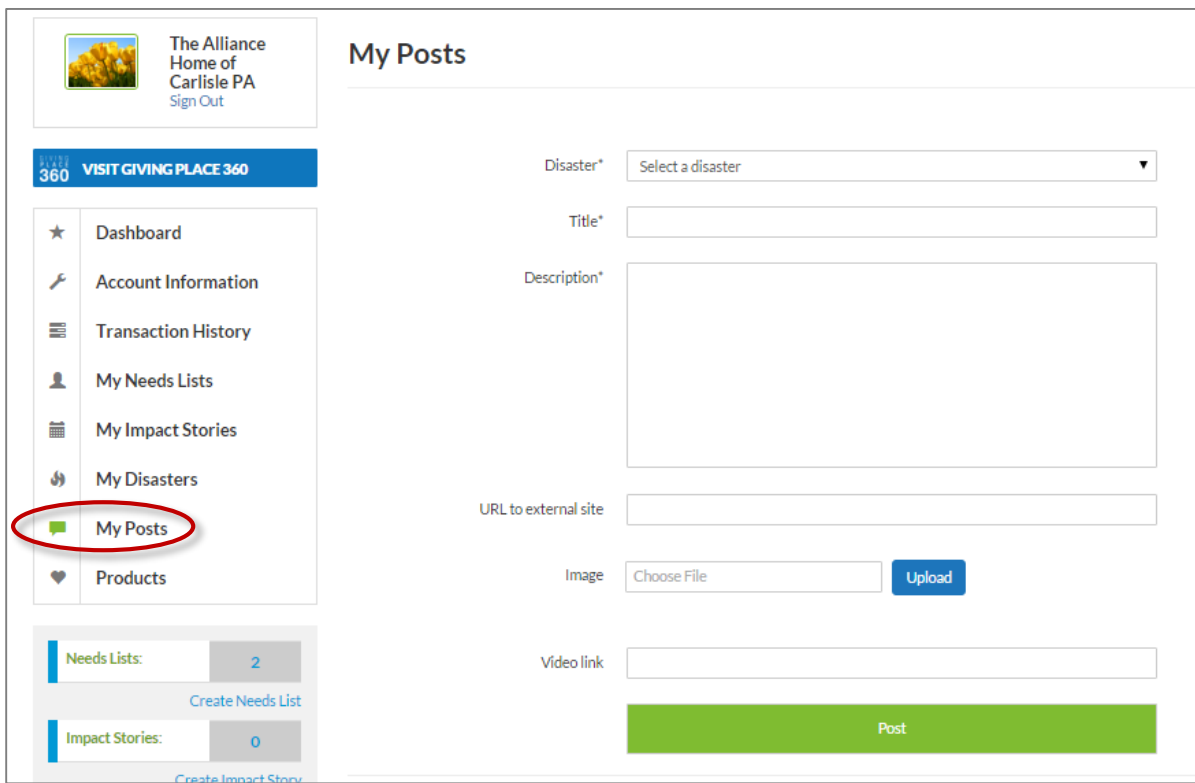
You can also view, edit or delete your previous posts, which are listed below the post creation process.
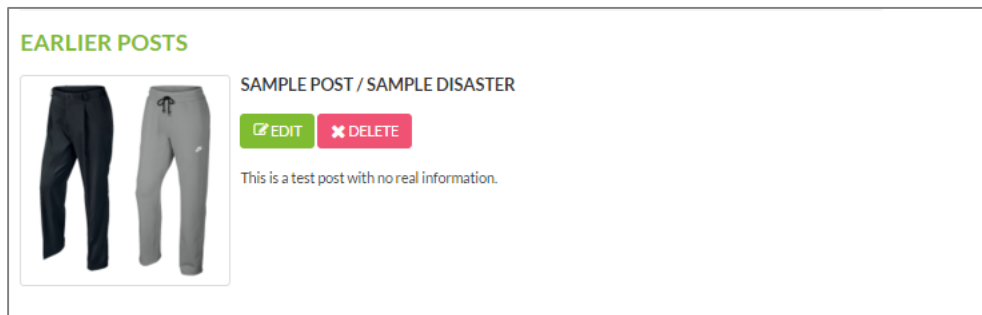
vii. Products
      The Products tab is where your Out of Stock List is stored. You can
      view, edit and remove items as your needs change or if the need
      was fulfilled through another source. You can also:
o   Track to see which of your needs were fulfilled by donors and when;
o   Add new product needs; and
o   Filter on the needs of a specific disaster if you are assisting with more
    than one.

F. Frequently Asked Questions from Nonprofits

What is DisasterRecovery360?	DisasterRecover360 – created and managed by Good360—is an online platform and program that is changing the face of disaster response and recovery by ensuring that critically needed goods get to the right people at the right place at the right time.
What is the difference between GivingPlace360 and DisasterRecovery360?	GivingPlace360 is available 24-7-365 to all qualified nonprofits and schools for the work they do every day, while DisasterRecovery360 is only open to nonprofits that are helping with a specific disaster in which Good360 is actively involved.
How does my organization register for a disaster?	Login to your Good360 account and then go to the DisasterRecovery360 homepage. Click on the pin of the disaster in which you are assisting and then click "Register for this Disaster" on the specific disaster landing page.
The disaster my organization is assisting with is not on the DisasterRecovery360 site. Can we still request product donations?	Yes, you can request products through Good360's GivingPlace360 program. Add Disaster Relief as a cause your nonprofit supports on your dashboard under Account Information, and then create a Wishlist for your disaster relief and recovery efforts.
Can I register for more than one disaster?	Yes, you can register for all disaster in which you are actively responding to. You can view active disasters on the DisasterRecovery360 homepage. Your organization will complete a logistics questionnaire and a Product Needs List for each disaster.
Why does the logistics questionnaire have to be completed before my organization can receive any donations?	Good360 must approve a nonprofit's logistics questionnaire, and specifically the ship-to address, so we can make sure that we are able to get a delivery truck to your location without issue.
What is a DisasterRecovery360 Product Needs List?	Product Needs Lists allow nonprofits the ability to create a crowdfunding campaign that shows potential supporters the products the nonprofit needs to help in their disaster relief and recovery efforts. Individuals can support Product Needs Lists with cash donations that cover the delivery fees of the products.

What is the difference between a Product Needs List and an Out of Stock List?	A Product Needs List contains products that Good360 currently has available in inventory or through a pledge, while your Out of Stock List contains products that Good360 does not have. Good360's donor development team will make requests to companies to fulfill the items on your Out of Stock List on your behalf.
Can I create more than one Product Needs List for the disaster I'm assisting with?	A nonprofit is not limited in the number of Product Needs Lists they create, however, we encourage nonprofits to limit the number of Product Needs Lists as it makes it easier to promote and to get the funded needed to get the product you need delivered.
What is the delivery fee?	The delivery fee covers the cost of shipping, handling, processing, and development and administration for the product donation when those costs are not covered by the company product donor.
How will our DisasterRecovery360 Product Needs List get funded?	Product Needs Lists are crowdfunding campaigns to help cover the delivery fees of Good360 product donations to your organization in support of your disaster relief & recovery efforts. Product Needs Lists can be funded through direct cash donation to the specific Product Needs List, through the DisasterRecovery360 product registry, or through Good360's Recovery Fund, which is our direct fundraising specifically to benefit the fulfillment of Product Needs List.
Is my organization guaranteed all items on my Product Needs List?	We can only guarantee the products that receive full funding before the Product Needs List crowdfunding campaign expires. It is important to properly rank the products on your Product Needs List in the order of most needed for this reason.
How do I promote my Product Needs List to my supporters?	There are many ways that you can promote your Product Needs List including, emailing your supporters a link to your Product Needs List with a call to action or donation request, by uploading the Product Needs List widget to your organization's website or blog, and by sharing your Product Needs List on your nonprofit's social media pages.
What happens if my organization's Product Needs List is not fully funded when it expires?	If your Product Needs List is not fully funded by the time the campaign expires, the funds raised will be put towards the top ranked products on your list. You will receive an email confirming which products will be shipped.
Do I have to wait for the Product Needs List to	

expire before any of my donations are shipped?	There are some cases where an item may be shipped before the Product Needs List expires, but it is not something we can guarantee and it is not something that can be requested. You will receive an email notification when one or more of your products are shipped.
Will my organization receive contact information for all individuals that donate to our Product Needs List?	Unless a cash contributor has opted for an anonymous donation, you will be able to view the email addresses of all contributors on the Product Needs list detail page.
If an individual donation to my Product Needs list, do I need to supply them with a donation receipt?	They will receive a tax receipt via email from Good360.
How are my Out of Stock products fulfilled?	Good360 makes requests to our company donors for those products on your behalf. We cannot guarantee that we will be able to meet all of the requests, however, when a company donates one of the products you requested, you will receive an email and dashboard notification that it is now available to add to a Product Needs List for crowdfunding. All fulfilled needs will be available on a first come, first served basis.
Is my organization guarantee to received items on my Out of Stock List?	We are unable to guarantee that all product requests will be fulfilled by our company partners.
When will items on my Out of Stock List be available? How will I know?	Each time a company donates a product that fulfills one of the items on your Out of Stock List, you will receive a notification on both your DisasterRecovery360 dashboard, and via email. You will then have the opportunity to add that product to a Product Needs List.
I just received a notification that one of the items on my Out of Stock List is now available. How do I add it to my Product Needs List?	Go to your DisasterRecovery360 dashboard and create a new Product Needs List for this product. At this time, you are unable to add a new items to an already published Product Needs List.
I was able to fulfill some of my product needs	

through another source. How can I remove those items from my Out of Stock List?	To remove a product need or to update your product needs, go to your DisasterRecovery360 dashboard and click on the "Products" tab on the left-hand side. You can manage your product needs from this page.
What am I allowed to do with the products I receive from Good360?	Product donations must be used to serve the ill, need or youth; or to assist in the administration of your nonprofit. You may NOT sell the donation products in any manner, including, bartering, auctioning or in thrift stores. Products may not be shared with another nonprofit unless Good360 has given written approval. Donations cannot be given to volunteers or staff. Be sure all employees, volunteers, and clients are aware of all Good360 policies.
How can I change the notifications I receive?	You are unable to change the notifications you receive on your dashboard, however, you can update your email notifications under My Account → Settings & Preferences on your DisasterRecovery360 dashboard.