Always be courteous and professional while scheduling home pickups. Donors are the reason we are here, without them we could not fund our mission. People can feel a smile even through the telephone. You should always thank the donor even if we cannot accept their items.

Think of our PRIDE slogan.

Please follow all guidelines while scheduling pickups with our donors.

1. Screening the donation is very important. Please be sure the items they have to pick up are on our “Items we gladly accept” list. Refer to the list.
2. If the item is on our “cannot take list” be as professional as you can while explaining the reason we cannot take that donation. (information provided)
3. Ask the donor the volume of the donation. This way we will know how to schedule the truck. Example: What would you like to donate today? They will tell you a sofa, and 5 boxes etc.
4. We pick up all approved items. There is no limit. However, if the donor only has one item, kindly ask them if they are able to take the donation to the nearest Goodwill site. Give them directions to our nearest location. If they are unable to bring the donation explain to them that we can pick it up, but due to logistics it will be (unspecific date) when the driver will be in your area. We will gladly call you once that driver is in your area. Take their information.
5. Be sure that the schedule is logistically correct I.e. the driver is to go to Biloxi for a pickup. All pickups that day should be on that side of our territory. East and West side scheduling.
6. Be sure all information is provided correctly on the home pick-up log sheet. Name, address, phone number, email (You should give the donor the option to have their donation receipt emailed directly to them) If they prefer paper state that on the pick-up log sheet, call in date; pick up date and items donated.
7. Once this information is logged on your sheet it will need to be added to the excel spread sheet on the computer. These needs done immediately after the call ends.
8. The day prior to the pickup the donor is to be contacted via phone to verify the scheduled date and pickup information. This would be the time when you ask them to please be sure all animals are secure.
9. No longer than two days after our team has picked up the donation, the donor should receive a courtesy call. Please thank them for their generous donation and hope that they think of Goodwill the next time they have a donation.
10. Tell them that we have a questionnaire and ask them if we could send it to them via email.