

Technology Suite:

IN-KIND DONATIONS MANAGEMENT

From self-service web donation forms that can be integrated into your existing website, to automated call center tools that replace pen and paper — your unsolicited in-kind donations can be handled with courtesy, respect and efficiency.

VOLUNTEER MANAGEMENT

Easily manage unsolicited volunteers and coordinate with your VOAD members.

WAREHOUSE MANAGEMENT

Maintain real-time inventory tracking, including donors and recipients; share information with partners instantly; and maximize efficiency in getting quality donations to those in need.

FINANCIAL DONATIONS REFERRAL

Leverage your State website to quickly and efficiently route unsolicited financial donations to your State VOAD members.

The Aidmatrix Network®

In-Kind Donations Management Module



The Aidmatrix Network® In-Kind Donations Management Module is a web-based tool included in your disaster kit. This online application is used to manage unsolicited in-kind donations that are received by the State during times of disaster. It integrates easily with other modules to provide simple end-to-end processing of donation offers. It combines best practices from the for-profit and nonprofit worlds to collect, review and allocate offers.

- **Single Location for Donors to Give**

Use your State website to make announcements and link unsolicited donors into the in-kind giving section. Donors complete the simple forms themselves and the form requires all the critical information used to determine the quality of the offer — both help save administrative time. Data is collected electronically and is then ready for review by the State Donation Coordination Team (DCT) which is made up of select State Emergency Managers and State Voluntary Organizations Active in Disaster (VOAD) members.

- **Call Center Support Tools Streamline Operations**

State call centers can use the online forms to collect the donation offers electronically. This allows the information to be shared instantly with the DCT. The DCT can also customize the screens to create custom call response scripts which walk the operator through the call.

- **State DCT Easily Reviews and Allocates Offers**

The DCT reviews the offers in the Donation Inbox and either declines them outright as low quality offers or assigns them to the Allocation Cart. This keeps the inbox current with only new offers. Once in the Allocation Cart, offers can be shared with the entire State VOAD or to an

individual VOAD member. Offers can be re-allocated or withdrawn as well. Offers can be searched by categories, descriptions, donor name, etc. The allocation cart makes the process easy by including shipping and transportation information and allows additional changes such as splitting a large offer between recipients.

- **VOAD Members Review, Accept and Receive Offers**

VOAD members can review donation offers 24x7 online. They can reject or accept the offers. Data can be sorted and searched by New Donations, Accepted Donations, Received Donations or Declined Donations. Offers can be accepted in full or in part. Full details on transportation can be viewed and updated. Once the goods are received the quantity can be updated as well. Reporting can be done by donation date or location and can be exported to Microsoft Excel® for integration with other systems.

- **VOAD Members Post Needs for DCT to View**

In addition to the incoming offers from the State, VOAD members can post their specific needs for goods or transportation so that the State DCT can better fulfill those needs. VOAD members can input details including priority and respond-by dates to help manage their needs requests. Once a need is matched with an offer, the “fulfilled” button will remove it from the New Needs Inbox. This creates an effective communication path between the State DCT and VOAD members. State DCTs can also share their needs with other States on the Aidmatrix Network in order to empower further matching of needs.

PARTNERSHIP

Joining the Aidmatrix Network means you have a wealth of resources at your disposal. A community of relief agencies, governments and corporate partners offers collective knowledge of best practices and practical solutions — meaning you're never in it alone.

TECHNICAL SUPPORT

Whether it be a training question or help with activating during a disaster — we're here to help. Our mission is to empower your team to maximize the disaster relief available to those in need.

TURNKEY SOLUTIONS

We offer this service as a hosted application, so there is no hardware to maintain and no IT staff to hire.

For more information on any of our products or services please visit us on the Web at: www.aidmatrix.org

- **Run Reporting, Integration and Administration**

Reporting can be run on all aspects of the application. Comprehensive filters and views allow the DCT to build custom reports to meet their needs. Reports can be saved and viewed as web pages, PDFs, images or exported to Microsoft Excel® for integration with other systems or for data sharing purposes. The DCT controls access to reporting and menu visibility through user profiles to maintain the highest security standards.

Reporting is an effective tool to aggregate needs and determine the effectiveness of the relief efforts which can then be shared with relief community.

- **Assign to Other Portals During Multi-State Disasters**

States can also decide to assign donation offers to other portals on the Aidmatrix Network. This is used particularly during multi-State disasters where one State receives a large offer and shares it with another State portal.



From left to right: State Portal Home Page, State Admin view of pending donations, State Admin dashboard reporting

Technical Architecture

Core Inventory Modules — built on Microsoft Visual Basic® .NET and SQL Server® database technology

Delivery Method — Solution is delivered in Software-as-a-Service (SaaS) mode

Accessible from Any Web Browser — end users need only an Internet connection and a web-browser to begin using the system; nothing to install or set up; allows you to easily share reports with others (e.g. headquarters, State disaster coordinators, partners)

Proof in Action

“These are indeed exciting times in the field of disaster-related donations management, and the Aidmatrix solution is the cornerstone of it.”

Greg Smith, Individual Assistance Donations Manager,
California Office of Emergency Services

SERVICES INCLUDED

- Technical Support
- Setup
- Maintenance
- Application Support
- Hardware Support
- O/S Support
- Data Backup
- System Monitoring
- Security Monitoring
- 24x7 Uptime

aidmatrix
Right Aid. Right People. Right Time.™

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