

# Back Tie & Blue Jeans

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## Auction Item Donation Details for Volunteers

Dreams Take Flight Calgary

3/31/2014



A summary of what volunteers could do to help DTF Calgary acquire donations for any of the DTF Calgary events, common questions and the forms to use.

**Contents**

- 1.0 Contact Businesses for Donations ..... 2
  - 1.1 Which businesses should a volunteer contact?..... 2
  - 1.2 Don't Be Afraid of "No" Responses..... 2
  - 1.3 Always be courteous!..... 3
  - 1.4 What type of donations can we accept for the auction? ..... 3
  - 1.5 What do I do if I get a business to donate an auction item? ..... 3
  - 1.6 Why do we want the retail value of an item?..... 4
  - 1.7 Do we add the GST to the price of an item? ..... 4
  - 1.8 Call backs..... 4
  - 1.9 What do I do if it turns out I cannot pick up the donation? ..... 5
  - 1.10 Why would I want to become a runner for donations? ..... 6
  - 1.11 What is the completed Donation Form used for? ..... 6
  - 1.12 How much promotional material should a business provide with their donation? ..... 6
  - 1.13 Are we providing gift bags to each ticket holder? ..... 6
  - 1.14 How to handle Tax Receipt requests ..... 7
    - 1.14.1 Do we automatically send out tax receipts?..... 7
    - 1.14.2 What qualifies for a tax receipt?..... 7
- 2.0 Filling out a Donation Form ..... 9
  - 2.1 Specify Your Donation Section..... 9
    - 2.1.1 Why do I have to describe each item that a donor makes? ..... 9
    - 2.1.2 What type of description is required? ..... 9
    - 2.1.3 This could take forever to fill out in front of the donor..... 9
  - 2.2 Donor Information Section ..... 10
  - 2.3 Monetary Payment Section ..... 11
  - 2.4 DTF Calgary Identification Section ..... 11
- 3.0 Black Tie & Blue Jeans "Wish List" ..... 12
  - 3.1 Artwork ..... 12
  - 3.2 Entertainment..... 12
  - 3.3 Home & Garden ..... 12
  - 3.4 Liquor ..... 13
  - 3.5 Gift Certificates ..... 13
  - 3.6 Restaurants ..... 13
  - 3.7 Spa & Cosmetics..... 13
  - 3.8 Sports ..... 13
  - 3.9 Technology ..... 14
  - 3.10 Tools and Automotive..... 14
  - 3.11 Travel and Hotels ..... 14
  - 3.12 Gift Baskets ..... 14
- 4.0 Donation Pick Up..... 15
  - 4.1 Donation Drop Off/Storage..... 15
  - 4.2 The Donation Item Process ..... 16
  - 4.3 The Donation Runner Process..... 16
- APPENDICES ..... 18
  - Donation Request Letter..... 19
  - Donation Form ..... 20

## 1.0 Contact Businesses for Donations

We need volunteers to contact businesses for donations. They should use the Donation Request letter from the president of the DTF Calgary chapter when approaching a business. They should have a paper copy of the letter if they are approaching a business directly or a pdf of the letter if they are emailing a business. The donation request letter on DTF Calgary letterhead provides some legitimacy to your request.

### 1.1 Which businesses should a volunteer contact?

First and foremost contact the company that you work for. Companies are often very supportive of charities that their employees are involved with.

Contact businesses that you often frequent or have a cordial relationship with. Businesses will often give donations to their customers and friends when they could say no to others contacting them about the same charity. Or they could give a nicer donation than they would to someone they are not familiar with. Sometimes we will get two or three donations from the same business because the business wants to support their customers, associates and friends.

Contact friends that have a business of their own to see if they would be interested in supporting the charity you are involved with or if they know of a business that might help DTF Calgary out.

See section 3.0 *Black Tue & Blue Jeans Wish List* for more donation ideas.

### 1.2 Don't Be Afraid of "No" Responses

People sometime feel offended when a business they frequent or a friend says "NO" to their request for a donation. Businesses, especially smaller businesses, are inundated with requests for donations and it can get very costly to a business if they gave to all causes.

Typically 11%-16% of all businesses that you do not have any ties to will donate to a charity. That means that 8 or 9 out of 10 of the businesses you approach will turn you down. Remember it is nothing you did wrong and it is nothing they have against our charity.

This past year has seen a dramatic reduction in those percentages due to the impact of the flooding in June 2013. Many businesses were impacted directly or have decided to focus all of their charitable funds to helping flood victims.

Many businesses strategically give out their donations. They have their own charities that they support, and can afford to give more financially to them, because they are not spreading their charitable funds thin. Some businesses only give to charities that fit their strategic goals. Even if DTF Calgary aligns with their goals, they may not have money left in their charitable budget for that month or quarter in which you approach them.

### **1.3 Always be courteous!**

Whenever you approach a business on behalf of the chapter, always be courteous!

Whether a business donates to the chapter, declines to donate or defers on the decision to donate; always thank the person, smile and shake their hand. It does not matter who you talked with at the business, they are a representative of that business. They probably will not tell anyone that you thanked them and shook their hand, but they could remember if you showed no respect and were discourteous in any way. You represent the chapter when you approach a business. We want the opportunity to get a donation from that business next year. Being courteous... give us that chance.

### **1.4 What type of donations can we accept for the auction?**

If the donor is offering to donate a physical item for the auction (eg. hair products, small appliances, golf equipment), the item must be new and unused. We cannot accept items that have been previously used or are broken in any way.

If the donor is offering a certificate or service, check to see if there are any restrictions, limitations or catches with the offer. 50% off on the price of a product or \$250 off is not as attractive a donation as getting the entire product or service because they are tied to an asking price that is either unknown or could be unreasonable in comparison to the donor's competitors. We will use them in the auction, but they tend not to go for anywhere near their stated value.

If there is an expiry date attached to a certificate, make sure there is a reasonable amount of time for the purchaser of the certificate to use it. Ideally certificates should have no expiry date or a date one year out from the date of the auction. In most provinces businesses can include an expiry date for a service (eg. Hotel accommodation), but not for a gift card.

Many donors will set the expiry date to one year from the date of the event. A common error is forgetting to change the year. The expiry date could be the actual day of the event. It is easier to catch this error while you are still in their presence. Otherwise it could mean a return trip to the business to get a valid certificate.

### **1.5 What do I do if I get a business to donate an auction item?**

Take both the Donation Request Letter and a blank Donation Form with you when you approach a business about providing an auction item donation.

When you know a business or individual will be providing a donation, you need to *fill out a Donation Form* with the details about the donor and the donation. Ask for a copy of their business card. It will usually contain the contact information you require for the Donation Form.

Try and get a retail value for the donation from the donor. If the donation will not be ready for pick up until a later date, ask for the retail value of the item when you pick it up.

Once you have the donation, the completed Donation Form must be returned with the donation to one of the drop-off sites.

## 1.6 Why do we want the retail value of an item?

The retail value of the item is the value that we will put into the ClickBid system.

Retail does not necessarily mean MSRP. The manufacturer can have a suggested price (MSRP) on an item, but the business sells it regularly for a different price. We need to know what the item would normally be sold for at that business; with one exception. If you are receiving items from a wholesaler, we do not want to know what price they sell it to the retailers for. We need to know the price that the retailer would sell it for. Wholesalers have that information.

If the item being donated is on sale when you receive it we still want to know the regular price that they would sell the item for. We are not sale shopping for the bidders. By the time the auction opens, the value of any of the items we have could have gone up or down due to sales or market demands.

If the price of an item is reduced because it is a clearance sale, it does not necessarily mean that the item has been discontinued. It often means they are slashing the prices to make room for new inventory. It could be winter apparel and they need to make room for the spring & summer apparel.

NOTE: Bidders usually get a sale price anyways. Most auction items go for less than the value we place on them.

## 1.7 Do we add the GST to the price of an item?

We do not inflate the value of an item by adding the GST to the retail value. Our donations and prices will be available online for everyone to see. If they decide to validate the price of some of the items in the system, we want to be able to justify any queries about prices. We also want bidders to have confidence in our valuation so that they will be more willing to bid higher on an item based upon our pricing.

Better quality items will be more expensive than similar looking items off a lesser quality or are a non-designer label.

## 1.8 Call backs

Often a business will need time to make a decision about your request for a donation. They might need to talk with a partner about the request or give it to the person that handles all donation requests. They also might need to evaluate our request for a donation against all of the other donation requests they have in the office to consider.

If you have business cards, exchange business cards with them. This way they can call you once they make a decision or you will know who to ask for when you call back to see if a decision has been made.

Take extra copies of the Donation Request Letter with you when you approach a business. The person you talk to might not be the person making the decision. The decision maker will need to know something about the charity for us to get a reasonable chance at getting a positive response.

Some people will attach their business card with the donation letter or write their name and contact number on the bottom of the letter across from the signature so that the decision maker will know who to call with a decision.

Normally a business will only call you if they have made a decision to provide us with a donation. But that is not the end of it. A number of companies will also provide a donation to a charity that takes some initiative.

There is the *donation blitz* and there is the *donation campaign*. When you think of a donation blitz, think of locusts. Locusts swarm through a field and are gone for good... or at least until the next season. Many smaller charities will work the same way. For example, a hockey team will hit a mall and see what donations they can get from the different businesses that day. If they do not get a donation that day, they move on to the next mall. Often the decision maker for providing the donation wasn't even there when they swarmed through or has to evaluate their request against the others they have received lately. If the group that swarmed through did not follow up they could lose out on a donation that was originally deemed for them.

A donation campaign is more strategic. We follow up to learn the outcome of our request. We have taken the initiative to work with the business we approached. We respect whatever decision they make, but they are more likely to look on us more favorably next year. A number of donations will be given to us because of the follow-up.

*Find out how much time they require to make a decision and who to contact to see what the outcome of the evaluation is.* The onus is on the volunteer to call back after the appropriate amount of time has passed to see if a decision has been made. If they have agreed to provide a donation, ask when would be a good date and time to pick up the donation and who should you ask for when you come by. If the date and time will not work for you, try to negotiate on a date and time that will work for both parties.

### **1.9 What do I do if it turns out I cannot pick up the donation?**

If the volunteer is unable to make the pick up from the donor, call or email the Auction Volunteer contact identified on the bottom of the Donation Form. Arrangements will have to be made to either get the completed Donation Form to the Auction Volunteer or the information on the form will have to be given to the Auction Volunteer to transpose onto another form. If the information on the Donation Form is going to be provided instead of the form, email the details to the email address on the form. This minimizes spelling errors, miss hearing any of the details over the phone and cuts down on the time of both parties involved.

Make sure the Auction Volunteer knows the date, time and contact person needed for picking up the donation.

NOTE: The donor is still credited with donations they arranged for but were unable to collect.

## **1.10 Why would I want to become a runner for donations?**

The main reason you would become a runner is because you want to help the chapter get as many donations as have been offered and in a timely manner.

The sooner we get the donations from the donor, the sooner we can get the donation into the ClickBid system and that benefits both the donor and the chapter. The more auction items we can display online the more interest we could receive from potential ticket buyers.

Donation runners will be credited with the time it takes to pick up the donations and deliver them to the pre-arranged drop off location. This is one opportunity to make some volunteer hours.

NOTE: DTF Calgary will not subsidize you for your gas. Offering to pick up donations in your quadrant of the city will reduce your travel time.

## **1.11 What is the completed Donation Form used for?**

The Donation Form is critical to both DTF Calgary and the volunteer. The form provides the contact information that the chapter needs to ensure the right donor gets credit for the donation and that a Thank You will eventually be sent out to the donor at the address or email provided on the form.

The detailed information about the donation items is essential for describing the items correctly, potentially garnering more interest from people viewing the items online in the ClickBid system.

*Please take the time to properly describe the donated items and their value. It is much easier and faster for 100 people to do a few items in detail than it is to leave it up to the few people that have to enter the information into ClickBid. But do not guess on the value.*

*NOTE: If you did not get it from the donor either call them back for the correct value or leave it blank. Guessing on the value could hurt our overall reputation on the value of all of the other items posted.*

The Donation Form is critical to the volunteer because without it the chapter does not know who to credit with the volunteer hours associated with the donation item.

## **1.12 How much promotional material should a business provide with their donation?**

If a business wants to provide promotional material, they should never provide more than 10 brochures or business cards with their donation. We don't have the space for more brochures and most people do not take the promotional materials with them. They might pick up a brochure and skim through it though at the event.

## **1.13 Are we providing gift bags to each ticket holder?**

First, no we are not giving out gift bags at the end of the event.

Some businesses will ask this because they want to provide a brochure or coupon for each gift bag. Some businesses will even offer to provide the gift bag. We do not want to be giving the ticket holders sales material when they leave. That is not a gift!

## 1.14 How to handle Tax Receipt requests

All monetary donations over \$20 are eligible for a tax receipt to the donor in the amount of their donation.

All tax receipts are processed out of the DTF Canada National office in Winnipeg , will be returned to us, and then will be mailed to the donors.

### 1.14.1 Do we automatically send out tax receipts?

We will not send out a tax receipt to a donor unless they indicate on the Donation Form that they would like an official tax receipt.

We check with businesses before sending out a tax receipt for monetary contributions they send us because they could have allocated moneys to DTF Calgary that they had already been deemed charitable contributions and qualify for the tax credit without our tax receipt.

We do not consider providing a tax receipt for donation items unless the business specifically asks for one. Not all donation items qualify for a tax receipt and validating the value of a donated item can be challenging if we get audited. We do not encourage doing this and would not consider providing a tax receipt for smaller valued donation items.

### 1.14.2 What qualifies for a tax receipt?

Revenue Canada states:

Receipting carries with it a certain *administrative burden*, and receipted donations *increase a registered charity's spending obligation*. Therefore, registered charities may choose to issue receipts according to certain criteria, or they may choose not to issue receipts at all. Some registered charities set minimum donation thresholds for receipting. Others do not provide receipts during certain fundraising events. Remember that donors cannot claim a charitable tax credit or deduction unless they are issued an official donation receipt. Therefore, registered charities are strongly advised to make potential donors aware of any circumstances in which a receipt will not be issued.

Only gifts of property are eligible for official donation receipts (for example, cash, computers, equipment).

Gifts of service, and promises of service, are not gifts of property, and are not eligible for an official donation receipt.

Gift certificates donated by the issuer of the certificate are not considered property and are only eligible for official donation receipts under specific circumstances.

Pledges do not constitute a transfer of property until they are fulfilled and, as such, are not eligible for an official donation receipt.

DTF Calgary has taken the stance that *no gift certificates are eligible to be receipted*. Gift certificates include: gift cards, event tickets (theatre, sports, concerts, etc.), admission tickets, activity tickets, lift tickets and hotel accommodations.



Physical donation items *could* qualify for a tax receipt for the “current value” of the item donated. But the value the item would be receipted for is not always obvious. If the MSRP of the item is \$1,000, but the business or other businesses are currently trying to sell it at \$700, then the donor could qualify for a maximum \$700 tax receipt; *if DTF Calgary is willing to take the risk*. DTF Calgary might not see recouping much value for an item because of the type of item it is or the likelihood that there would be many people interested in the item at the auction to drive up the bidding to a reasonable amount.

Art work is a very hard item to put a monetary value on. Art is very subjective and what one person considers a valuable piece of art, others would see little value in. Therefore *we would not consider providing a tax receipt for any form of artwork*.

Revenue Canada states “A registered charity is not permitted to issue an official donation receipt for a gift of service. At law, a gift is a voluntary transfer of property. Gifts of services (donated time, skills, or efforts) provided to a charity are not property, and therefore do not qualify as gifts for the purposes of issuing official donation receipts.”

If a donor, or potential donor, asks about a tax receipt for a donated item, and the item is not a paper item, a service or a piece of art work, do not tell the donor that they can definitely get a tax receipt. Tell them that you would look into the possibility of a tax receipt. If the donation is contingent on the potential donor getting a tax receipt, contact Barry Watts. His contact information is available on the bottom of the Donation Form. If required, Barry will meet with the donor to assess the potential donation. Whether the item is deemed worthy of a tax receipt or not, if the donor still donates the item, the original volunteer that had approached the donor for the donation would be credited with the acquisition of the donation for DTF Calgary.

**Bottom line: *Do not encourage or promise receipting a donor for an item they are considering to donate.***

## 2.0 Filling out a Donation Form

A Donation Form must be filled out for every “group” of donations that a donor could make, to a maximum of 3 unique donation items and one monetary contribution.

Without a completed Donation Form the Black Tie & Blue Jeans Auction Group cannot take acceptance of donations. If we did, we would not know the donor to credit for the donation, how to contact the donor to thank them or the volunteer who approached the donor for the donation.

### 2.1 Specify Your Donation Section

This section of the form allows you to describe up to three donor items that a donor may make to DTF Calgary. If there are more than 3 items, then additional Donation Forms will have to be completed.

#### 2.1.1 Why do I have to describe each item that a donor makes?

If a donor donates a group of like products with the intention that the group of products be auctioned off as a set, then it can be described as one donor item. Eg. A set of salon or cosmetic products would likely be made into a basket and auctioned off as one auction item. But if there is the likelihood that items could be auctioned off separately or in separate groupings, then they should be described separately or smaller groupings and valued separately.

Some salons will donate multiple shampoo/conditioner sets and some other hair products to go with them usually by the same company. Ask the salon to recommend a grouping and provide a retail price for each grouping.

If you get two of the same item, you can describe the item, specify the quantity and give the full value of the grouping, *unless there is a different value for each type*. For example, two golf shirts are donated and they are the same colour & make and different sizes. What separates them apart is one is a Men’s shirt and the other is a Woman’s shirt. These often have a different price.

#### 2.1.2 What type of description is required?

The description should be detailed enough to help someone understand the quality and size of what it is they would be being on.

For example, “red shirt” means nothing and bidders would have no idea of what it is and whether it might appeal to them. As opposed to “Women’s Nike Red Striped Polo Top – size L”. Or “golf bag” versus “Blue TaylorMade SLDR TP Stand Golf Bag”.

Please take the time to describe them. It is easier for 100 volunteers to do this for a few items than for a few volunteers to do it for over 100 items. Ask someone to close their eyes and read what you have written down. Does it make sense or spark any interest? If it sparks some interest, people may check out the item on the auction tables.

#### 2.1.3 This could take forever to fill out in front of the donor

As long as you have the DONOR INFORMATION and the value of each item you can complete the Donation Form(s) after you have left with the donations.

## 2.2 Donor Information Section

### **The donor information is very important.**

This is the person or business that will be credited with making the donation of the item(s) listed on the form and/or making the monetary contribution.

For all “auction item” donations and for all “monetary” donations, we need to fill in:

Business Name	This is the legal name that will appear as the donor of the donation(s).
Contact Name	This is the person that we will send the thank you to for donating to DTF Calgary. If there is no business name (personal contribution), they will be credited with the donation and would receive the tax receipt if one was asked for.
Mailing Address	This is the address that we will correspond through the mail to. If a donor has a PO Box address and a business location address, we want the PO Box (or mail to address).
City	Specify the city where the business mail is delivered to. Locally that could include: Okotoks, Airdrie, Rocky View or Cochrane.
Prov	Specify the province or state
Postal Code	Specify the postal code or zip code
Phone	We need the full 10-digit number. Locally it could be a 403 or 587 area code.
Email Address (optional)	If we have their email address we could possibly include it in the ClickBid system and provide them with updates about the event.
Website Address (optional)	This is where we will create the link to from the ClickBid system. Larger companies might want to have us point to a specific point within their system. Eg. Community involvement in an area of their business they might want people to be aware of.

## 2.3 Monetary Payment Section

This section is used if a donor wants to make a financial contribution directly to Dreams Take Flight Calgary. The methods of payment we can accept are: MasterCard, Visa, American Express, Cheque or Cash. For “Cash” contributions check off the “Cheque” option.

For credit card payments we need to fill in:

Card Holder Name	This is the name as it appears on the credit card. It could be a business name or a person’s name.
Credit Card No.	This is the 16-digit credit card number for Visa or MasterCard, or the full credit card number for American Express.
Expiry Date	This is the 2-digit month and 2-digit year when the card expires. If the month and year is the current month/year or a future month/year, then the card is valid.
CVV	CVV stands for “card verification value”. It is an authentication procedure established by credit card companies to further efforts towards reducing fraud for internet transactions. This feature is a three- or four-digit code which provides a cryptographic check of the information embossed on the card. Therefore, the CVV code is not part of the card number itself. This number is printed on your MasterCard & Visa cards in the signature area of the back of the card. (It is the last 3 digits AFTER the credit card number in the signature area of the card). The number may be on the back or the front of an American Express card.
Signature	Ensure that the signature matches the signature on the back of the credit card.

If the donor would like a “tax receipt” for the monetary portion of the donation being made, check off the “I request an official tax receipt” box. A tax receipt will be mailed out to the donor to the address in the DONOR INFORMATION section. If a *business name* is entered in the donor information section, then the tax receipt will be made out to that business name. Otherwise the tax receipt will be made out to the *contact name* in the *DONOR INFORMATION SECTION*. It will not be made out to the card holder name, unless it is duplicated as the name in the donor information section.

NOTE: Even though this is a Black Tie & Blue Jeans donation form, Black Tie & Blue Jeans is not a registered Canadian charity. All monetary donations are for Dreams Take Flight Calgary. Cheques must be made out to **DTF Calgary**.

## 2.4 DTF Calgary Identification Section

The bottom portion of the form provides the contact information for a DTF Calgary volunteer that can provide any additional information you or the donor may have about the donation process or the completion of this form.

The “Volunteer – Dreams Take Flight” box must be filled in if the DTF volunteer wants to get credited for getting the donation that they contacted the donor for. If the volunteer runner picking up the donation is not the person that contacted the donor to get the donation, they do not put their name in this box. The volunteer runner gets to track the time spent picking up the donation from the donor and delivering the donation to a drop off station.

### 3.0 Black Tie & Blue Jeans “Wish List”

The purpose of the Wish List is to provide volunteers with a template to the items we are looking at packaging together for The Silent Auction, Bucket Draw and possibly for Marquee Items.

The focus of the volunteer should be that of attaining items “that you would like to bid on” and items that in the past have been successful. The Black Tie & Blue Jeans Committee would like to establish a minimum value for items being \$20.

While soliciting individuals or businesses please obtain as much information as possible as we are trying to build a database and to prevent any double dipping.

When receiving items please contact us at [donations@blacktiebluejeans.ca](mailto:donations@blacktiebluejeans.ca) so we can arrange pick up or delivery of the item you have received.

IMPORTANT: All donation items submitted must be accompanied with the DONATION FORM that is located on the event website [www.blacktiebluejeans.ca](http://www.blacktiebluejeans.ca).

*Below is a guide to the type of items received in 2013  
and the types of establishments that were contacted*

### 3.1 Artwork

Art is very subjective: in the type of art, the style of art and the subject matter. What appeals to one person may not appeal to the next. The value we can receive for a piece of art at auction is dependent on the number of people at the event that it appeals to.

- Paintings
- Ceramics
- Pottery
- Drawings
- Computer & Digital Graphics
- Collage
- Photography

### 3.2 Entertainment

This category is very successful as individuals can use the items for themselves and their families. Individual items and items that can be packaged will draw interest and strong bids.

- Amusement Parks
- Zoo's
- Movie Passes
- Music Lessons
- Comedy Clubs
- Sports, Concerts, Show Tickets

Remember, local companies are key to our success, but companies around the city and in other cities are also interested in being recognized and find events like this as easy marketing for them.

### 3.3 Home & Garden

- Kitchen Products/Appliances
- Grocery
- Outdoor/Indoor company services
- BBQ Supplies
- Gift Baskets
- Camping
- Interior Design
- Cleaning Companies

### 3.4 Liquor

- Business Certificates
- Wine Baskets
- Wine Tastings
- Unique Items

*Although liquor may not be thought of as a proper item for our charity, when packaged attractively and tastefully they can be very successful and desired.*

### 3.5 Gift Certificates

- Costco
- Grocery Stores
- Liquor Stores
- Coffee Shoppes
- Restaurants
- Clothing Stores
- Photography
- Gasoline/Automotive
- Home and Office
- Wal-Mart
- Golf and Country Clubs
- Shopping Malls

### 3.6 Restaurants

- Gift Certificates
- Tastings
- Packages
- Gift Baskets

*There are many types of restaurants and the more we contact the better as they are the most successful items we usually get. Again, if packaged properly we can obtain strong bids for these items.*

### 3.7 Spa & Cosmetics

- Spa Packages/Gift Cards
- Spa Gift Baskets
- Cosmetic Supplies
- Cosmetic Packages
- Dentistry ( Teeth Whitening)
- Hair Salons
- Massage
- Chiropractic
- Beauty Parlours
- Nail Salons
- Tanning Salons

### 3.8 Sports

- Sports Apparel
- Golf Packages/Certificates
- Lessons
- Sports Products
- Autographed Items
- Tickets
- Gift Cards
- Travel Bags
- Health & Fitness Classes or Memberships
- Lift Tickets

### 3.9 Technology

- Apple Products
- Software
- Cellular Products
- Computer Products
- Innovative Products
- Gift Certificates
- Educational
- Photography
- Televisions
- Auto/Home Alarms

### 3.10 Tools and Automotive

- Tools
- Repair Shops
- Windshield
- Detail Shops
- Cleaning
- Security
- Power Tools
- Gift Cards

### 3.11 Travel and Hotels

- Accommodations
- Air Fare
- Bus Fare
- Rail Fare
- Bath Robes
- Limo
- Car Rental
- Spa Service
- Romance Package
- Gift Baskets

### 3.12 Gift Baskets

Any business could group some items and provide us with a gift basket. Common businesses that will provide baskets include:

- Salons
- Restaurants
- Baby
- Home & Garden
- Florists
- Candy
- Chocolates
- Gift Basket

## 4.0 Donation Pick Up

We need volunteers to be able to pick up donations from individuals or businesses that have already agreed to provide one. The volunteers would not get credited for the auction items being picked up, but would be credited for the time that they spend picking up the donations and dropping the donations off at a designated drop off point.

We could need different people to pick up donations from different geographic areas:

- NW Calgary
- NE Calgary
- SW Calgary
- SE Calgary
- Downtown
- Banff
- Canmore
- Airdrie
- Rocky View
- Okotoks

If you are willing to help pick up donation items, please see Darylann Hill after the meeting or contact Barry Watts, the Auction Volunteer identified on the bottom of the Donation Form. Let them know:

- What days of the week are you available?
- What time of day are you available on those days?
- Which geographic areas you are willing to drive to pick up donations?

Knowing the above information will help us find the right volunteer for the specific donor. Sometimes the days or hours that a donor is available to provide the donation could conflict with when a volunteer is available.

Always thank the person you receive the donation from, smile and shake their hand. It does not have to be the person you arranged to get the donation from, but it is a representative of that business you are addressing. They probably will not tell anyone that you thanked them and shook their hand, but they will remember if you showed no respect and were discourteous in any way. You represent the chapter when you approach a business. We want the opportunity to get a donation from the same business next year.

Once the donations have been picked up they need to be dropped off at either the DTF Calgary office or pre-arranged drop off locations.

### 4.1 Donation Drop Off/Storage

We might need a location to store physical donations until the day of the event. If you are willing to store physical donations until the day of the event, please let Darylann or Barry know.



## 4.2 The Donation Item Process

1. Volunteers approach businesses for donations
2. Volunteers fill out the Donation Form for new donors
  - a. Fill in the Donor Information
  - b. Fill in the Donation Items (if the items are known or available)
    - i. Ask the donor the value of the item(s)
  - c. Fill in the Monetary Payment information if they want to donate financially
    - i. Validate the credit card information
    - ii. Validate the signature
  - d. Fill in the Volunteer box at the bottom of the form
  - e. Thank the donor
3. If the business wants to donate, but does not have the item on hand
  - a. Get the date when the donation will be ready
  - b. Get the name of the person to pick up the donation from
  - c. Call ahead to the contact person to ensure the donation is ready
  - d. Pick up the donation
  - e. Ask the donor the value of the item(s)
  - f. Thank the donor
  - g. Complete the Donation Form
  - h. Return the Donation Form and donation item(s) to a drop off location
4. If the business is not sure if they will donate
  - a. Get the date when the decision will be made
  - b. Get the name of the person making the decision
  - c. Call soon after the decision date to see if they will donate
  - d. If they will donate, go to step 2.
  - e. If they need more time to decide
    - i. Get the new decision date
    - ii. Go to step 4c.
  - f. If they decide not to donate
    - i. Thank the business for their time

## 4.3 The Donation Runner Process

If a business wants to donate, but the volunteer that approached the business cannot make the pick up:

1. Volunteer fills out the Donation Form for new donors
  - a. Fill in the Donor Information
  - b. Fill in the Donation Items (if the items are known or available)
    - i. Ask the donor the value of the item(s)
  - c. Fill in the Monetary Payment information if they want to donate financially
    - i. Validate the credit card information

- ii. Validate the signature
  - d. Fill in the Volunteer box at the bottom of the form
  - e. Thank the donor
- 2. Volunteer gets the pickup information
  - a. Get the date when the donation will be ready
  - b. Get the name of the person to pick up the donation from
  - c. Let the donor know that someone else will be coming for the donation
- 3. Contact the Auction Volunteer
  - a. Let the Auction Volunteer know
    - i. Where does a donation need to be picked up (address)
    - ii. When will it be ready for pick up
    - iii. The name of the contact person at the donors business
  - b. Either drop off the completed Donation Form at agreed upon Drop Off or
  - c. Email the details to the donations to [donations@blacktiebluejeans.com](mailto:donations@blacktiebluejeans.com)
    - i. If the existing Donation Form had a Monetary Payment send the form into the DTF Calgary office
    - ii. Otherwise, file your Donation Form away in case we lose the email or you want to check what all you were able to acquire
- 4. Auction Volunteer will arrange to have someone pick up the donation
  - a. If the completed Donation Form is not available, fill out a form based upon the details in the email
  - b. Match up the donor with an available runner
  - c. Contact the Runner
    - i. Provide donor name & address
    - ii. Provide pick up date
    - iii. Provide details about what is being picked up (if known)
    - iv. Agree on a Drop Off location with the runner
  - d. Auction Volunteer gets a copy of the Donation Form to the Drop Off location
  - e. Runner picks up the donation
    - i. Call ahead to make sure donation is ready
    - ii. Pick up the donation
    - iii. Ask the value of the donation
    - iv. Thank the donor
    - v. Write down the value of the donation
    - vi. Calls Drop Off location to arrange drop off of donation
    - vii. Return the donation to the Drop Off location
    - viii. Get the appropriate Donation Form (already filled out)
    - ix. Fill in the Donation Item details (or validate they are correct)
    - x. Return the completed Donation Form with the Donation at Drop Off

**APPENDICES**

## Donation Request Letter

A copy of the Donation Request letter can be downloaded from the Black Tie & Blue Jeans website, [blacktiebluejeans.ca](http://blacktiebluejeans.ca), in the *Donations section* on the GET INVOLVED webpage.

## Donation Form

A copy of the Black Tie & Blue Jeans Donation Form can be downloaded from the Black Tie & Blue Jeans website, [blacktiebluejeans.ca](http://blacktiebluejeans.ca), in the *Donations section* on the GET INVOLVED webpage.