

2020 PARTNER GUIDE, TIPS, & FAQ

Clients are not to contact Hannah's Treasure Chest: We do not work directly with the public.

COMPLETING CARE PACKAGE ORDER FORMS

- **DO NOT ALLOW YOUR CLIENTS TO FILL OUT ANY REQUESTS!**
- Shred all old forms. **2020 forms REQUIRED after March 1.**
 - Please take the time to become familiar with the updated forms.
 - We can serve your children better by having properly completed profile(s).
- Write legibly. **Illegible and/or incomplete orders may be returned to you for re-submission.**
- Save time: Pre-Fill your agency and staff information on the Order Cover Sheet and make copies for your next order(s).
 - Know your agency name, code, & ID # (e.g. Children's Help Center/CHS/8632).
 - Know your personal staff ID #.
- Select preferred phone for us to use when contacting you regarding your order.
 - Please designate an alternate contact.
- Select the correct Profile Form for each child.
 - Infant/toddler (NB-4 yr) or youth (5-18 yr).
- Requests may be submitted two months prior to the due date of an unborn child.
 - Indicate due date and gender. Write "unknown" if the gender is not known.
 - Please call us after the baby is born so that we can update our information.
 - Maternity wear available (stock is limited). You may add this to your order if desired. Remember to note size!
- Request items for ALL eligible children in the family, even if that child is not enrolled in your agency or program.
 - Each family may receive care packages only once in a 3-month period, regardless of which agency submits a request.
- We need both **Last and First** names to avoid duplication of services.
- Please complete ALL requested information. It is important to us for many reasons.
- Weight & Height are necessary:
 - To determine suitability of equipment.
 - To select the best fit in clothing and diapers. If there are reason(s) that sizing is disproportionate to the age/weight/height of the child, please indicate the reason(s).
- Use NUMERIC clothing sizes; **not** small, medium or large.
- We do not supply school uniforms, but we may have a generic likeness.
- Toys and books are provided unless specifically declined.
- Indicate preferences for Books (reading level and language) and Media (DVD or Audio).
- Check **ONLY** specific school supplies needed.
- Staple individual requests to keep all pages together and avoid mix-ups.
- Make copies of submitted requests for your records.

SUBMITTING CARE PACKAGE ORDER FORMS

- You may drop your order off at our office, or submit by mail, email, or fax.
- **SUBMIT ONLY ONE WAY, PLEASE. Do not duplicate your submission.**

BED APPLICATIONS

- Complete Bed Applications online.
- Remember to include the mattress if needed.
- Indicate payment method.
 - Pay online with credit card.
 - Check, Cash, MO, or Purchase Order are due at time of pick up.

2020 PARTNER GUIDE, TIPS, & FAQ

PICKING UP YOUR ORDERS

- Our Volunteers will call you when your orders are ready. Please don't call us.
- Pick up within 1 week of notification.
- Must show proper ID.
- Know the client name(s), especially if picking up for another staff member.

OVERAGE ITEMS

- When picking up orders, please ask about our items in overage.
- You can make your selections and take them with you that day.

COMMUNICATION

- Please know who called you when responding to a message you've received from us.
- When you receive a call:
 - Regarding care packages or overage items ready for pick up:
 - No need to return our call unless there is a problem.
 - Regarding equipment that has been on backorder:
 - Please call back within 48 hours (2 business days) to let us know if the item is still needed.
 - If you do not call back, the item goes to the next client on our waiting list.
- Let us know of any Staff Member changes or change in Main Point(s) of Contact immediately.
 - Update and email your Staff ID list to admin@hannahstreasure.org
- Include your Agency Name and ID # in subject line when emailing HTC.

RENEWAL FAQs

- **When is our Agency Subscription due?**
 - Your Subscription is due by March 31 of each year.
- **When do partnerships expire?**
 - Partnerships expire on the last day of February.
- **When can our agency renew our partnership?**
 - Active partnerships are renewed in February and become effective March 1.
 - Expired partnerships may be renewed at any time. However, partnerships that have been expired for more than one month incur an additional processing charge of \$50.
- **What happens if our agency does not renew our partnership?**
 - Agencies that do not renew their partnerships with Hannah's Treasure Chest will no longer be eligible to receive items from our programs, including Beds for Babies. Requests received on or after March 1 will be denied.
- **Can our partnership be renewed if it has already expired?**
 - Yes. Your agency may renew at any time during the year. However, there will be an additional \$50 processing charge to complete renewal paperwork for any partnership expired for more than 1 month.
- **How do we change our agency staff information during the renewal process?**
 - Please use your latest Staff ID log to update.
 - Do not reassign used numbers to new staff members or change the numbers from the previous year.
 - Please send updated Staff ID lists electronically.

Thank You for Your Partnership!