



# Giving World Registration Information for Charities

## Registering to receive

If you are a registered charity, a community group, or a statutory not-for-profit organisation helping people in need, you can receive support, free of charge, through Giving World Online by registering to gain access to business surplus. Our aim is to reach out to the 13 million people in poverty in the UK by supporting them with free basic necessities.

Any items provided through Giving World are free to your organisation, to be used to support your beneficiaries - items may not be sold or used for fundraising purposes. You will only be responsible for the collection or delivery arrangements and costs. Please request only what you need, when you need it.

Giving World makes items available to organisations in two separate ways - through our website, and through alert emails.

## 1 - Items available on our website

Firstly, items may be available for requesting through our website. These items are located at our location in Leicester, and can be collected or posted to you at cost (this is currently approximately £12 for 18kg).

To request these items, make sure you are logged in to your account, and then you can browse available items on the website by viewing the categories listed on the site. Items are requested by clicking on the "more info" button next to the item, then clicking the "express interest" button. Complete this short item request form and you should receive an initial email to let you know that we have received your request. Within a few days, your request will be reviewed, and you will receive another email to let you know if your request was successful.

Please reply to this second email as soon as you can to let us know if you would like to collect your items or have them delivered to you. If you have requested multiple items at the same time, you will only need to reply to one of your confirmation emails.

In the case that you arrange transport through Giving World, you must make the payments through our PayPal/BT donate account (you will not need to set up your own account for these), by following the link on our donations page.

## 2 - Items available through emails

Secondly, from time to time, we will have items that are available at other locations and must be collected by you. If you allow us to send emails to you, we will inform you of items available and opportunities to collect. Please read the email carefully for instructions.

Usually, we will ask you to email us back to request the items and provide us with information about your request. We will then collate all requests for items and allocate them to charities - this process may take 10-14 days. Please note that we often have more requests than items available, so we are not always able to allocate items to all interested charities. However, we aim to be as fair as possible in allocating items. Some of the things we will take into account are:

- The donor's wishes and guidelines
- The need expressed by requesters
- The quantity of items available