

Frequently Asked Questions: Starting Your Wish List on DomesticShelters.org

Q: Why should I set up a wish list on DomesticShelters.org? My organization already has a list of needed items published on our website.

First and foremost, your wish list on DomesticShelters.org is shoppable! Every item you add to your DomesticShelters.org wish list from our catalogue of 1500+ choices can be purchased directly online by your donors and shipped instantly to an address you designate (and that we keep private). Gone are the days of donors scouring a list on paper or on your website, going on a retail scavenger hunt to find the items, then arranging to deliver them or donating items that aren't exactly what you need. A DomesticShelters.org wish list resolves these challenges and more:

- Easy to setup and launch in 15 minutes
- Create list from catalog of 1,500+ items shelters typically need
- No misfit gifts since you select exact items you need
- Ability to mark items as "urgent"
- Add or remove items any time with a single click
- Set quantities for each item to avoid overabundance/spoiling of donations
- Donations are automatically shipped; no coordination needed
- Receive notifications of each donation/shipment
- Makes donating as easy as shopping online for donors
- Donation tax documentation automatically provided to donors
- Your dashboard shows all donors and donations for remarketing
- Special holiday items available; promote during historical peak giving periods
- Add to your website to make your wish list page an online store



Q: Okay, I'm interested. How do I get started?

Setting up a DomesticShelters.org wish list is very easy. The first step is determining whether your organization already has an account on DomesticShelters.org. The easiest way to find out is to email our Project Champion at brittni@domesticshelters.org. Once you have your login credentials, you can follow this handy [step-by-step guide](#) to create and publish your new wish list.

Q: How do I get people to donate items on my wish list?

A: The best way to ensure you receive donations is to make sure people know about your wish list! The shelters that see the biggest benefits are those who have created simple campaigns around their wish lists like some offered in this [How to Supercharge Your Wish List](#) toolkit. We also provide holiday and special occasion toolkits throughout the year, so you can capitalize on periods when donating tends to peak. Additionally, we're always happy to help you brainstorm and offer suggestions about how to increase your donations.

Q: Will I be able to thank my donors?

A: When you are logged into your account you'll see a "View all donations" button on your wish list dashboard. Here, you'll be able to see a plethora of information about the donations you've received including: the date of a given donation, the items donated, the dollar amount of the donation, the name of the donor, and their contact information (if they so choose to make this known) and any message they have written to you along with their donation.

Q: Do I need to send my donors proof of their donation for tax purposes?

A: Nope! We've got you covered and save you administrative burdens. After a donor purchases items for your organization, they receive an automated email from our system that serves as an acknowledgement of their donation for tax purposes.



Q: How do I know when an order is on its way? Will the arriving box be marked in any way?

A: You'll receive a shipping notification via email from our system when a donation has shipped, complete with shipping tracking information so you can monitor its progress if you wish. All orders are fulfilled from Amazon warehouses, so be on the lookout for boxes with their logo.

Q: What does DomesticShelters.org get out of all this?

A: This is probably our second most asked question. We charge an 11% handling fee on each order, which helps cover some, but not all, of the costs for development and operation of the wish list system. To make up for this funding gap, the remaining operational costs are covered by Theresa's Fund, the non-profit charity that operates DomesticShelters.org.

