Movers and QR

- Lead Mover
- QR

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Shift Planning

- Meet with the Store Manager 15 minutes before the start of shift to understand goals for the day.
- Ensure “Client Check-in” person is prepared to put Client name tags on vehicles.
- Plan the shift:
  - Understand who has volunteered for the day as “Movers”. Consider experience, strength, ability to use the “Pick” software and ability to load trucks efficiently.
  - Understand the Clients’ attributes for the shift. Consider the quantity of Clients for the shift, size of loads, vehicles to be loaded.
  - Fill out the loading dock whiteboard. List the names of Movers and create teams if appropriate Consider the following:
  - Are more than three Movers scheduled?
  - Are more than six Clients scheduled?
  - Will “Mover” skills support separate teams?

Loading Client’s vehicles

- Reference the Status Monitor to see when a Client is ready to load.
- Assign a moving team.
- Consider the Client’s cart and teams’ assets (heavy items, difficulty of the load, language, etc) to ensure the best match.
- You may verbally give direction and/or note the Client’s name under the team name on the loading dock white board.
- Find the vehicle which has the appropriate Client name tag and direct the Client to drive the vehicle to the loading area.
- Direct the Client to back the vehicle into position allowing for two vehicles to be loaded side-by-side. The back of the truck to be approximately ten feet from the end of the scissor lift.
- Ensure largest items are picked and loaded first. The pick list is usually arranged as such from left to right. (i.e.: Mattress/Boxspring, Couch, Dresser, etc).
- Coordinate carts:
- Ensure teams have the appropriate size carts for their stage of loading.
- Ensure carts are quickly unloaded and brought back inside.
- Note: Operating the lift is a good way to understand the needs and coordinate movements.
- Loading housewares.

    - Typically the last step.
    - Ensure the household cart item states, “Pick item”.
    - Note: Although no additional communication is required, you may want to confirm completion of this step with the Lead Household items person. Items have been missed in the past, prior to recent process improvements so, some extra attention may provide assurance that this step is complete.
- Remember to take a photo of one client each shift (highlighting the client, the full vehicle, and a few Fresh Start volunteers). Send the photo to: wendy.b@freshstartfurniturebank.org.
- When loading is complete, ensure the Client’s vehicle door is closed properly and remove the Client’s name tag from the vehicle. Notify the Client that they are ready to go.

Off-loading donations (FSFB truck, Movers, 1-800-Got-Junk, etc):

- Coordinate off-loading donations with loading Clients such that carts are full coming into the building and full going out.
- Coordinate Teams or individual Movers to ensure a balanced flow.
- Note: Client loading is always the priority.

QR

Scanning QR Codes

In this job, you will support the Personal Shopper who is working with the client. While the shopper and the client are choosing furniture, etc., you will be gathering any small inventory items that the client has selected including dish sets, small appliances, lamps, artwork, and other miscellaneous items for the client. You will be packing these items up for the client, as necessary.

Also, you will be coordinating the loading for each client with the volunteer movers. Therefore, you will need to keep informed about the progress that the kitchen and linens volunteers have made on each client. The lead mover will come to you to ask any questions regarding the status of a client's order.

Overview/coordinating the loading

1. On one of the red clipboards at the front desk is a list of the current day's clients and their status (checked-in, running late, etc.). *This list helps you to understand which clients need to be worked on.* The computer screen near the loading dock lists, in order, the clients who are ready to be loaded. *This screen helps you prioritize the order in which you work on the multiple clients.*
2. You should co-ordinate with the volunteers shopping for linens and kitchen items to choose a color for each client's name tags and reserve a cart in Shoppers World for the client. Make sure a cone has been placed on the cart with the client's name tag on it.
3. Our volunteer movers will be focusing on gathering the furniture and loading it into the client's vehicle. You will be focusing on the smaller items, such as the dish sets, small appliances, lamps, miscellaneous items (for example, small rugs, unique household items like bed risers or hanging storage), and art work.
4. As the QR person, the items you are gathering may be staged on the client's carts with their linen and kitchen goods.
5. To avoid confusion, make sure that any items that you cannot fit on a cart are clearly labeled with your client's name on the appropriate color tag.
6. It is helpful to understand the typical shopping flow for each client. With some exceptions, the shopper usually offers the client dish sets first, then small appliances, large pieces of furniture, miscellaneous items, lamps, and finally, artwork. This means that once you have collected the client's dish sets and appliances, there is often a lull before you are able to scan the remaining items. During this lull, you can start the next client.
7. When the QR, linens, and kitchen volunteers have completed loading the client's cart(s), you should bring the carts to the area outside Shoppers World (in front of where the twin linens are stored). Do not bring partial loads to this staging area as this may lead to

confusion with the movers about the location of carts in Shoppers World versus in the staging area. You need to be able to confidently assure the movers that the carts in the staging area contain all the non-furniture items.

Collecting items using the web-based shopping application (“app”)

1. Using your phone, go to the Fresh Start web page (www.freshstartfurniturebank.org). Choose ‘Volunteer’. Scroll down and “press here to login” under Current Volunteers. Enter your email address and password. Choose ‘**Order Pick-up**’.
2. On the Order Pick-up page you should now see tabs for *Order#*, *Items*, and *Picked*. Under the Order# tab, click on ‘Refresh List’. Once any shopper places the first item into their client’s on-line cart, that client’s name will be listed in the dropdown list. Select the client you are interested in from this dropdown list. *Note that if a shopper has started a cart for a client who has a future appointment, their name will also be listed even though you are not responsible for gathering their items today.*
3. Once you select a client, their notes will appear on the Order# tab. In the notes, you can see which shopper created the order. You should direct any questions about this order to this shopper.
4. You can now click on the Items tab to see the items that the client has chosen while working with the Personal Shopper. You may scroll left and right to review these items. The first items the shopper should place in the cart are the Target gift card given to the client (if applicable/available) and the ‘Carts for homegoods’. This cart is the reminder to the movers to look for the client’s linen, kitchen, and QR items after they have loaded the furniture.
5. Each item in the cart has a unique item #. Each physical item has a sticker on it with the item # and the corresponding QR code.
6. Each time you locate one of the client’s chosen items:
    1. You will press the green ‘pick item’ button below the picture of that item in the app.
    2. After clicking on ‘pick item’, the app will ask you to scan the QR code of the item. This is done for inventory purposes and to ensure that you have selected the correct item. The camera window will open within the app and you will point the camera at the QR code. It works best if the QR code is being viewed straight on (not tilted). If the app has successfully scanned the QR code, you will be brought back to the Items tab listing and that item will no longer be present.
    3. If the app is having a difficult time identifying the QR code, it is best to select ‘cancel’ (button on the bottom right of the camera viewing screen) and try again.
    4. If the item’s QR code cannot be read (for example, if the sticker is ripped or crumpled), once the camera has opened in the app to take a picture of the code you may scroll to the bottom of the viewing screen and select ‘Manual Scan’ (button on the bottom left). This overrides the need to match the QR code for the item number. Manual scans, which do not cross check to ensure you picked the correct item, should be avoided whenever possible.

7. Once scanned, the item will be located under the 'Picked’ tab. You can select the ‘Picked’ tab and review any scanned items if you have any questions about the status of an item.
8. While working in the app, keep in mind that the shopper is continuing the selection process with the client. The app will automatically refresh. Make sure to check back on the app to see if any new items have been added since you last reviewed the client’s cart.
9. When you are finished with a client, all the items you were responsible for should be found under the Picked tab and therefore will no longer be showing under the Items tab.
10. Once the team of kitchen, linens, and QR volunteers (you!) have completed their task for a client and the carts have been delivered to the staging area, you will indicate this by selecting the “Mark Cart Ready” button under the ‘Carts for homegoods’ item in the client’s cart. Selecting “Mark Cart Ready” will cause the button under the homegoods cart to change to “Pick Item”.
11. Once the movers see that the homegoods carts are ready (as indicated by the “Pick Item” button under the homegoods cart) and load these items into the client’s vehicle, a mover will select ‘Pick Item’ for the carts for homegoods. The Items tab should now be empty and the mover will be able to close out loading for that client in the app.

Where to locate items

1. There is a QR ‘alley’ in Shoppers World where the shoppers are located. On the left side of the alley, you will find the **lamps, small appliances , dish sets, dish sets – extra,** and then the **small appliances – bonus** stored on the wire shelves.
2. On the right side of the alley are the boxes of **artwork**, including mirrors and clocks. The boxes are arranged alphabetically (Abstract, Children, … People - back of room to front).
3. **Lamps – bonus** are grouped together on a small shelf next to the alley. Overflow are on the bottom shelf where the table lamps are.
4. **Rugs** are laying on the floor behind the couches. You need only to collect and scan a rug if it is small enough to fit on a cart. Movers choose big rugs.
5. **Misc. Items**, depending on what they are, can be stored in various places!
6. **Note:** Movers may also choose the heavy mirrors and TVs if they're too heavy for the QR volunteer.

Packing notes

1. For lamps, remove and wrap the bulbs and shades. Package the lamps.
2. For appliances with glass parts (like coffee carafes), pack/secure the item safely.
3. To avoid confusion, make sure that any boxes, bags, large artwork, floor lamps, etc. that you cannot fit on the cart(s) are seated next to the cart and are clearly labeled with your client’s name on the appropriate color tag.