

Supply Chain Management

Technology Suite:

- Asset Registry
- In-Kind Donations Management
- **In-Kind Donations Management Plus+**
- Transportation Donations Management
- Transportation Donations Management Plus+
- Procurement
- Needs Management
- Needs Management Plus+
- Online Warehouse
- Online Warehouse Plus+
- Online Ordering
- Online Ordering for Feeding America
- Online Auction
- Fleet Management
- Digital Hub

Supply Chain Management

In-Kind Donations Management Plus⁺ Module

The Aidmatrix Network® In-Kind Donations Management Plus+ Module is an online application that helps manage in-kind product donations. It easily scales to handle large transaction volumes and integrates with other modules to provide simple end-to-end processing of donation offers. It combines best practices from the for-profit and nonprofit worlds to collect, review and allocate offers.

- **Focus Donors on a Single Place to Give**

Use your website to link donors into the in-kind giving section. Donors complete the simple forms themselves and the form captures all the critical information used to determine the quality of the offer — both help save administrative time. Data is collected electronically and is then ready for review.

Donors can be pre-registered if your needs require it. Registered donors can then preset templates which appear on each donation, including alternate contact information. They can work with you to use the bulk upload feature to load high volumes of donations from a spreadsheet. Registered donors can also set up their internal workflows for responding to need postings and email alerts can be triggered by the need type to further expedite fulfillment of that need.

- **Streamline Operations With Call Center Tools**

Call centers can use the online forms to collect the donation offers electronically. This enables the information to be uniformly collected and shared instantly. The screens can also be customized to create custom call response scripts which walk the operator through the call.

- **Easily Review and Allocate Offers**

Your administrator reviews the offers in the Donation Inbox and either declines them outright as non-matching offers or assigns them to the Allocation Cart. This keeps the inbox current with only new offers. Once in the Allocation Cart, offers can be shared with partners of your choice. Offers can be re-allocated or withdrawn as well. Search offers by category, description, donor name, and more. The allocation cart makes the process easy by including shipping and transportation information and enables additional changes such as splitting a large offer between recipients. Also, as you share donations with your users, you can set a maximum quantity on each allocation to ensure each user gets a fair distribution of a select item.

- **Review, Accept and Receive Offers**

The recipient (either you or your partners) can review their donation offers 24x7 online. Your/they can reject or accept the offers. Data can be sorted and searched by New Donations, Accepted Donations, Received Donations or Declined Donations. Offers can be accepted in full or in part. Full details on transportation can be viewed and updated. Once the goods are received the quantity can be updated. Report by donation date or location.

- **Run Reporting, Integration and Administration**

Reporting can be run on all aspects of the application. Comprehensive filters and views enables partnering organizations to build custom reports to meet their needs.



IHP's Success

"We use the Aidmatrix Network to help manage our in-kind medical donations. The new flex fields in the Plus+ version have really helped make the application follow our specific workflows and processes. As we continue to grow our donor base across Europe and expand the services that we offer, the ability to customise fields means that we can ensure the Aidmatrix system continues to meet the needs of our donors."

Alex Harrix
Industry & Government
Relations Director
International Health Partners
(IHP)

Reports can be saved and viewed as web pages, PDFs, images or exported to Microsoft Excel® for integration with other systems or for data sharing purposes. Your organization controls access to reporting and menu visibility through user profiles to maintain the highest security standards. Reporting is an effective tool to aggregate needs and determine the effectiveness of the relief efforts which can then be shared with the relief community.

• Share with Other Partners

Your organization can also decide to share donation offers to other portals on the Aidmatrix Network. This is used particularly when an organization receives a large offer and cannot use it all. A referral ID on the donation record enables partnering organizations to track the donations that pass through one partner's portal to another's so that each can see the original source of the donation.

Plus+ Features

• Tailor Your User Experience with Flex Fields

These custom fields enable you to capture information that is critical and unique to your organization. You'll be able to specify the quantity and type of flex fields you need. Determine the way you want to structure responses by designating the field type: text area, date field, numeric field, dropdown list, and more. Then, layout the flex fields to provide a logical flow for your users to follow.

You can also configure users to have multiple roles and to access all of those roles from a single login. For instance, someone may have one or more of the following designations: administrator, donor or recipient. If information about a user changes, such as contact information, the admin can access the user record and make the updates directly.

• Manage Users with Less Work

To start, users can request a registered user login for your site using a standard form that requires the information you need. This routes the request directly to your admin who then only needs to review and approve it.

• Localize Pages with International Options

Customize the labeling and structure of the data fields to ensure the proper attributes are captured in the local standard, for example: monetary unit and system of weights and measures. In addition, standard pages within the application are also available in French and Spanish.

You can set up "terms and conditions" for registered donors using your portal and require users to read and accept these "terms and conditions" as part of their registration process. You can also integrate them at the point when the user confirms their transaction; for example: "By submitting this donation you agree that ___". This provides clearer communications between you and the user regarding transactions on your portal.

• Enhance Transaction Details

Sometimes, the descriptions needed on a donation/need can be greater than the fields on a data entry screen. In those cases, users can upload common Office® and image file types to provide the full details. Supported file types include .xls, .csv, .doc, .jpg, .gif and more.

Plus⁺ Features Cont'd

In addition, you and your donors can log communications back and forth in a notes section on the record where questions can be asked and answered and the entire communication history is saved for future reference in one place, tied to that specific donation record, not spread out over emails and instant messages.

- **Honor Donor Intentions with Ease**

Portal administrators can set automatic expiration dates on donation offers based on instructions from the donor. This ensure that the donor's intentions are honored and it reduces the administrative time which would otherwise require manual scheduling and disablement.

In addition, donors are empowered to update their donation offers themselves by extending or withdrawing an item as their situations change. They can even create templates for making donations so that recurring information can be saved and used again, saving them time and providing them with a positive donation experience.

- **Monitor Feedback and Results**

As common on many e-commerce sites, both you and your donors can create a public profile that gives a brief overview of information about yourselves. This information is accessible by simply clicking on the organization's name beside a donation offer or need. Similarly, once a transaction is completed, both you and your donors can rate each other based on their experience with a transaction. Those ratings are averaged and displayed as "stars" beside the organization's name so that others on the Aidmatrix Network can benefit from that history.

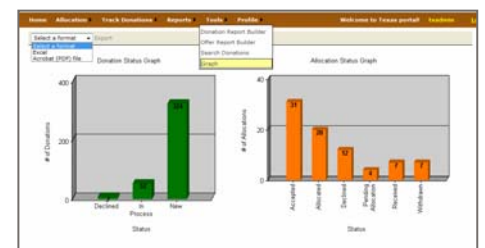
Powerful reporting enables both you and registered donors to build reports from one's own transactions. You can use filters to customize the report to your needs. Reports are designed for easy export to other solutions.

Name	Reports	Date	Volunteer	Profile	About Aidmatrix	Help	Welcome to your profile
Donor1		2013-01-15					
Donor2		2013-01-15					
Donor3		2013-01-15					
Donor4		2013-01-15					
Donor5		2013-01-15					
Donor6		2013-01-15					
Donor7		2013-01-15					
Donor8		2013-01-15					
Donor9		2013-01-15					
Donor10		2013-01-15					

Administrator view of pending donations

Initiate chat messages and maintain history of the communications on the corresponding donation record.

Input is easy by pre-selecting fields and building templates.



Administrators can view a snapshot of donations and allocations through the reporting tools.

PARTNERSHIP

Joining the Aidmatrix Network means you have a wealth of resources at your disposal. Aidmatrix provides program resources to make sure your program succeeds. A community of relief agencies, governments and corporate partners offers collective knowledge of best practices and practical solutions — meaning you are never in it alone.

TECHNICAL SUPPORT

Whether it be a training question or help with activating during a disaster — we are here to help. Our mission is to empower your team to maximize the humanitarian relief available to those in need.

TURN-KEY SOLUTIONS

We offer this service as a hosted application, so there is no hardware to maintain and no IT staff to hire.

For more information on any of our products or services please visit us on the Web at:
www.aidmatrix.org

Spring 2011 Release — New Features

- **Interface between In-Kind Donations Management and Online Warehouse Plus+** — Interface between In-Kind Donations Management module and Online Warehouse Plus+ enables updates from the In-Kind module to be automatically registered into the warehouse to streamline operations, reduce cost and reduce errors. (see “Integration” section below for details)
- **Accept More Feature** — If a recipient agency initially accepts only a part of the total amount offered, they can choose to go back and “accept more” items if additional items still remain available.
- **Reallocate Partially-Accepted Offers Feature** — If a recipient agency accepts only part of the total amount offered, the administrator can choose to reallocate the remaining quantity to another recipient or group of recipients. This is typically used when you want to give first right of refusal to a specific agency. That agency can then be included in the larger group of recipients when the remaining items are reallocated, thus enabling them to “accept more” should their circumstances change.
- **Allocator Templates Feature** — Create templates for making allocations so recurring information can be saved and used again, saving time and effort.

Technical Architecture

Core Modules — built on Microsoft Visual Basic® .NET and SQL Server® database technology

Delivery Method — Software-as-a- Service (SaaS) mode

Accessible from Any Web Browser — end users need only an Internet connection and a web-browser to begin using the system; nothing to install or set up; enables you to easily share reports with others

Proof in Action

Winner — Supply Chain Distinction Award’s 2009 Best Value Chain/ Supply Chain Solutions Provider



Winner — Council of Supply Chain Management Professionals (CSCMP) 2007 Supply Chain Innovation Award for technology and program in cooperation with the National Association of Free Clinics (NAFC) on the FreeClinicLink™ program.

Winner — Center for Nonprofit Management “Innovation in Action” Award for technology and program in cooperation with the National Association of Free Clinics (NAFC) on the FreeClinicLink™ program.

SERVICES INCLUDED

Technical Support
Setup
Maintenance
Application Support
Hardware Support
O/S Support
Data Backup
System Monitoring
Security Monitoring
24x7 Uptime

aidmatrix®
Right Aid. Right People. Right Time.™

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