

Useful Gifts Shop

Starter Kit



tearfund

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The collective impact of Useful Gifts Shops – thank you!

Useful Gift Shops continue to be one of the most important fundraising initiatives for Tearfund every year. Last year Useful Gifts Shops raised over \$330,000 in support of Tearfund’s work with partners in Africa, Asia and the Pacific – bringing transformational impact into the lives of tens of thousands of families. In fact, the money raised through 200 Useful Gift Shops represents almost a quarter of Tearfund’s entire Useful Gifts campaign last year!

Whether it be the sale of a card for health, education, food or improved livelihoods – each one of these transactions made an impact as we work to put Christ’s love into tangible action for families facing the challenges of poverty and injustice.

Through this work of hope, generosity and cooperation, we give thanks and celebrate the collective difference Useful Gifts Shops are making in furthering the work of our partners.

Thank you for joining in this same work through running your own Useful Gifts Shop this year. Thank you for joining in to support God’s work of justice and compassion around the world.

Your effort this year will contribute in tangible ways:

- ...to give more girls access to education when they otherwise would miss out
- ...to build resilience and equip people to be peacebuilders in conflict-torn communities

...to make healthcare more accessible, bringing live-saving support to the most vulnerable members of communities

...to provide families the tools and techniques they need to grow good food despite climate challenges, resulting in sustainable livelihoods and a healthier environment.

We hope that running your Useful Gifts Shop gives you a chance to connect more deeply with the work of Tearfund’s partners, share stories of hope with your community, and celebrate making a difference for the families represented in our Useful Gifts Catalogue.

Thank you for your partnership in this shared mission of building a more just and compassionate world!

In partnership,
Matthew Maury
Chief Executive Officer



Your Useful Gifts Shop Starter Kit

Your kit is full of helpful information, essential resources and the box has been designed to act as a useful display for your shop.

Assemble your starter kit!

The directions for how to put it together should be on top – in fact, I'm sure you had to move it just to get to this handbook! Use the box to display your Useful Gifts on a table or as a starting point to get creative. Here is a quick overview of the assembly process!

1.



2.



3.



4.



Pictured: Useful Gifts Shop in 2022

Pictured above: Useful Gifts Shop in 2021

What's in the box & what's it for?

The Useful Gifts Shop Starter Kit contains everything you need to get started. It's also a handy display stand.

Useful Gifts catalogues

Full-colour catalogues for browsing, handing out or raising awareness.



Useful Gifts cards and envelopes

Each gift from the catalogue comes with a card and envelope. If your supply is getting low, you can contact our office on 1800 244 986 or go to: tearfund.link/ugresources



Useful Gifts posters

Display these colourful promotional posters to advertise your shop.



Cardboard cut-outs

Grab plenty of attention with these cardboard animals! Your kit also includes instructions on how to put them together.



Cardboard card holders

We've included some small card holders to help you display the gift cards.



Price stickers

These are to be attached to the display cards to help customers select gifts at the right price.



Sales forms

Tally Sheet – used for recording sales and donations received, especially useful to reconcile sales when your store closes.

Credit Card Sales Forms – for credit card purchases.

If you're using the Checkout you won't need a paper form because the card information will be captured in the Checkout and submitted instantly. If using the Checkout, a credit card purchase has been successful if you get to the 'Success page'. Please don't take a paper copy of the card details as back up, or issue a hand receipt (unless the Checkout purchaser is anonymous or doesn't have an email address).

Receipt books

Donations received are tax-deductible. If someone wants to donate anonymously please still write out a receipt with 'anonymous' written where someone's name would be. This helps you keep track of all donations. For information on Checkout receipting see page 9.

Safeguarding Commitments & New Resources



Safeguarding and Vulnerable People

As you volunteer to help raise money for, and awareness about, the work of Tearfund through selling Useful Gifts, we know that you share our vision for protecting children and other vulnerable people.

Tearfund seeks to provide a safe and trusted environment that safeguards everyone with whom the organisation has contact, including project partners, staff, volunteers, beneficiaries, supporters and associated persons. Tearfund expects all of its staff, volunteers, and other representatives to contribute to that environment and to demonstrate the highest levels of conduct both at work and outside of work.

In working together, we are able to do our utmost to protect children, vulnerable people, the communities in which we work and all those who give so generously of their time and efforts – people like yourself.

If you have any questions about our Volunteer requirements, please get in touch with one of our friendly team members.

Informed Consent

Please keep in mind older/vulnerable people or children if they'd like to donate and/or make a Useful Gifts purchase.

Please watch out in case you encounter someone you know or suspect is in some other way less capable of making an informed decision to make a donation or purchase.

Please seek the advice of a next-of-kin or guardian prior to accepting any money. These situations are rare but are a small way that we can all can protect the interests of people who may not be able to make an informed choice.

Don't take details of anyone under 18. A parent/guardian can make the purchase on behalf of a minor.

Code of Conduct

Useful Gifts Shop operators will need to uphold Tearfund values by:

Signing the relevant codes, in particular the Tearfund Code of Conduct (and gaining knowledge of and agreeing to uphold others such as the Safeguarding Children and Prevention of Exploitation, Abuse and Harassment policies), including fulfilling requirements to uphold commitments to and answering our Volunteer questions (annually), and providing referee details (once off).

Agreeing to learn about and abide by the policies and procedures at your church (or institution or organisation where you're running your Useful Gifts Shop), in regards to protecting children and vulnerable people (including fulfilling requirements to hold a Working with Children Check or Police Check). Not having minors assist you in running your Useful Gifts Shop.

Please also get in touch prior to running your Shop in any other place, as there are extra requirements we need your help with.

Keeping Personal Information Safe

Thank you for keeping paper records like your receipt book and other information that contains people's personal details safe. This includes someone's name, address and financial details.

As much as possible, please return these to Tearfund at the earliest convenience. Otherwise, please keep it out of the way of others and all in one central place.

When completing a purchase with the credit card form, store it away safely and post it back to Tearfund in the reply paid envelope as soon as possible – even if you'll run your store again.

As tempting as it might be to keep a record of your sales, it is important that you do not keep copies of credit card forms after your shop has finished.

Always post credit card forms, or bring them to the Tearfund office in person. Despite our best efforts, fax or emailed forms are not appropriate ways to pass details to Tearfund. **We've given you extra envelopes this year to post these back as quickly as possible.**

As always, if you have any questions, the team is happy to help. Keep in touch with us by calling 1800 244 986 or email usefulgifts@tearfund.org.au

Videos and other resources

Stories that focus on the impact of our partners are ready and able to be shared with your community. You can find them online at tearfund.link/ugresources

Here you'll find a feature video clip to share with your community, along with several promotional videos to help you market your shop.

Checkout Introduction

The Checkout is easy to use, saves you paperwork and will quickly become an indispensable tool for you and your community.

The Checkout is a resource for Useful Gifts Shops that enables customers and Useful Gifts Shop operators to process purchases and donations from cash, cheque and credit cards at your unique Useful Gifts Shop web page.

This section has some great information that can help provide you and your customers with a great experience of the Checkout.

This section includes details on how to access the **test page** so you can become familiar with and practise using the Checkout without spending any money. It provides details about how it works, with tips for best success and an outline of what to do as you finish up – both at the end of each session, and when you’ve finished for the season.

We hope that you and your community will find the Checkout to be a handy tool to help you in what you do best: supporting Tearfund through Useful Gifts in your community.

For a more comprehensive guide to the Checkout (including FAQ and troubleshooting sections), please see the Checkout Extras resource online at tearfund.link/ugresources

Online Processing

All sales will be automatically connected to your Useful Gifts Shop.

Help Tearfund keep administrative costs low and protect the privacy of your customers. And for you, there’s no need for filling in paper Credit Card Forms or hand-written receipts.

The Checkout was first piloted by several Useful Gifts Shops in 2019 with great success.

Cards and Receipts

Customers can collect cards from your Useful Gifts Shop, and enter into the Checkout which ones they’re purchasing. Once you or they have filled in their personal details and payment option, Tearfund will automatically confirm their purchase via email, with a tax-deductible receipt following once payment (for credit cards) has been processed at Tearfund.

Use the Checkout to

- **Record** what card(s) the customer is purchasing from your Useful Gifts Shop
- **Capture** the customer’s personal details, including email address. With this information, Tearfund will be able to email them a confirmation email immediately, and a tax-deductible receipt will follow once Tearfund has processed their payment.
- **Let us know** how the customer is paying for their cards. If it’s with a credit card, pop their details in the Checkout for Tearfund to process.
- **The ‘Success’ page** has a summary of the cards purchased and provides confirmation that the payment information (if using a credit card) has been received.

Test Checkout

Become familiar with what it looks like and how it works at the Test Checkout site:

Website: tearfund.link/testugc

Password: 01724tAAO

For more information about the Test Checkout, see page 12.

Give one of our friendly team a call to hear more about this new resource, on 1800 244 986.



Using the Checkout



tearfund.link/ugc

To access your Useful Gifts Shop Checkout, you'll need to ensure your browser is in private viewing/incognito mode. For more information, see page 14. Then refer to your unique Checkout ID code on your introductory letter that came with this Welcome Pack. Type it in the space provided and click Enter.

Choose Cards Page



1. Enter the details of your purchaser and they'll receive an automatic email confirmation followed by a receipt as soon as it has been processed by Tearfund.
2. Enter the way they'd like to pay for their purchases/donations. After this, you're ready to click:

Complete your order

Sign in Page



1. Specify what cards, and how many of each, the purchaser would like.
2. There is a place to add a General Donation and a donation for Non Tax-Deductible Goods, such as purchase of goods at a bake sale.
3. When the purchaser is happy with this page, you're ready to click:

 **Checkout**

Personal Details/Payment Page



If a person doesn't have an email address or wants to be anonymous, you can use your Tearfund receipt book to issue the customer a hand-written receipt.

For more information, see Checkout Extras available upon request or at tearfund.link/ugresources

Extra Comments?



Congratulations! You'll end here if the details you've provided on the 'summary page' are complete. The purchaser has been sent a confirmation email to be followed by a receipt.

Make sure you provide the purchaser with any card(s) and envelope(s), and a hand-written receipt if the person was marked "anonymous" on the checkout page.

After this, you're ready to click:

Start a new order

Why does Tearfund want customer details?

Contact information is very helpful, so that we can match it with existing records in our system which allows us to continue to honor their mailing and communication preferences.

Anonymous Payments



This section is for noting anything important for Tearfund, which goes to both Tearfund **and** the customer.

For more information see the Checkout Extras resource available on request or at tearfund.link/ugresources

Order Summary Page



We avoid creating duplicate records and posting duplicate materials.

Remember: it's an easy process for customers to unsubscribe from any communications if they'd like, and, if they'd like, their purchase can be anonymous.

Preparation & Test Checkout



Login to
Checkout
online here!



Preparation

Prior to setting up, decide how you'll organise your shop and if you'll have helpers. Online copies of this handbook are available here:

tearfund.link/ugresources

Familiarise yourself with the Checkout by having some practice runs with the Test Checkout – see below.

Feel free to share the web address or the QR code at the top of this page to your unique Checkout and your login ID if people want to make purchases from their mobile phones. You might consider having one device at one end of your stall, and another at the other end, to allow for multiple sales at the same time.

Have your receipt book and tally sheet handy on the day in case you encounter any difficulties with your Checkout, or you have a customer who would prefer to stick with this standard method of payment.

Before you run your first shop session, ensure that your internet connection is working so that you can access your unique Checkout, here: tearfund.link/ugc You can use this link and your unique password for multiple devices.

Have a go logging into your unique Checkout page, including the requirement to go 'incognito' or be operating in a private window.

Please see page 14 for more information.

Test Checkout

Tearfund has created a Test Checkout. Use it as much as you like (and share with anyone else helping at your Useful Gifts Shop), so you become familiar and comfortable with each page and the process. You can find it here tearfund.link/testugc

The password ID for the test Checkout is:

01724tAAO

Take the time to familiarise yourself with the sign-in process and get acquainted with how the Checkout works. You can have a go at making cash, cheque or credit card 'purchases' from start to finish.

Read and explore what is on each page to become familiar with the step-by-step process and other inclusions.

Wrapping Up with the Checkout

Start selling from your unique page

Have one or more devices (such as an iPad, tablet, laptop or mobile phone) on hand with internet access (please switch your internet to private mode – for more details see page 14). We recommend you review your mobile phone or tablet data allowance and fees as Tearfund is unable to reimburse this expense. Tearfund is committed to providing any assistance you'll need to get you started. Please contact us on **1800 244 986** during business hours.

Most internet browsers can be used but Tearfund does not recommend using Safari (see page 14 for alternatives or contact Tearfund on 1800 244 986 for advice)



At the end of the day

Summary

For each and any week that you operate your Useful Gifts Checkout we'll email you a summary of what was purchased through your shop.

This summary shows the cash, cheque and credit card amounts processed through your Checkout. It has a week-on-week subtotal as well as an overall total, which you can use for your overall total at the end of your Useful Gifts Shop!

Credit Card Sales

You don't need to do anything – receipts and credit card processing have been taken care of by the Checkout and Tearfund.

Please don't take a 'backup' paper copy of credit card details. If 'Success' appears on the final page of the Checkout, this means that the credit card details have been captured correctly, and are ready for processing.



Private Browsing Mode On Your Device

“I am using private browsing/incognito mode. [Click to confirm]”

Going incognito/private browsing is a way to ensure information isn't saved. If you're using your own computer to make your own purchases saving your details is fine. However, if you're taking other people's information, it's important that the browser doesn't keep their information.

You will not be able to proceed until you have this confirmation. Please ensure you have done this – specific information on your internet browser can be found in the table below.

Remember, if a donor wisher do make a donation using the Checkout on their own phone, then they're welcome to do so in either public or private browsing mode. If they wish to allow someone else to use their Checkout, they must first be in private mode.

Browser Type	What they call it	Instructions
Chrome	Incognito	Windows: Ctrl + Shift + N or Mac OS: Command + Shift + N or Select the 3 vertical dots on top right of window and select New Incognito Window from the list.
Mozilla Firefox	Private Browsing	Windows: Ctrl + Shift + P or Mac OS: Command + Shift + P or Select the 3 short horizontal lines top right of screen and select New Private Window .
Safari (browser not recommended)	Private Browsing	Windows: Ctrl + Shift + N or File: New Private Window
Microsoft Edge	InPrivate Browsing	Windows: Ctrl + Shift + N or Mac OS: Command + Shift + N or Select the 3 vertical dots on top right of window and select New InPrivate Window from the list.

Virtual Useful Gifts Shop

Invite your church or other groups to make purchases of Useful Gifts through your own Virtual Useful Gifts Shop.

All sales are linked to your Useful Gifts Shop. As a community, you can watch your collective efforts as you join together to support Tearfund in this virtual space.

Cards and Receipts

People can select any card(s) and any number of cards they'd like. Customers can choose for Tearfund to post them their cards, or download and print their card (as a pdf), or no card. We'll also email them a receipt. Easy!

How?

Go to: usefulgifts.org

Follow the prompts to:

- **Create** your own user information, so you can make changes and updates to your shop along the way, then
- **Set up** your church, school, business or other group's shop. Select one of the images provided or use one that represents your community. You're able to write your own message/description that makes this uniquely yours.
- **Invite people** to have a look and make purchases.

A virtual advantage – people who are unable to purchase directly from your Useful Gifts Shop can purchase online with your Virtual Useful Gifts Shop.

But remember – people aren't going to 'bump into' your Useful Gifts Shop online like they would your stall in the church foyer, or reception or other highly frequented place. So provide friendly reminders to people to make the most of this easy way to make purchases of Useful Gifts cards.

Tell me more!

See what other Useful Gifts Shop operators have done by exploring existing sites: usefulgifts.org/community/pages

Get in touch with our friendly team to hear more, reach us on 1800 244 986

Consider fundraising for one item in the catalogue

The usefulgifts.org fundraising space has a 'sell one gift' option, where you can create a fundraising page that enables your community to fundraise for a well, a village package, a toilet.

This is a great option if you're wanting to work together and achieve a goal that might otherwise be out of reach on your own.

Opening your Useful Gifts Shop

Choosing a great location

Many people run a Useful Gifts Shop in their church, school or workplace. Make sure that you ask for permission early and think about what date(s) and time(s) will work best for your shop. Asking permission also means you might be able to get a little help to advertise and market your shop.

Think about:

- How you can locate your shop in a place where people aren't in a hurry and are happy to talk and mingle
- What you can do to attract attention and encourage people to visit
- Who you can get to help you
- What you'd like to see if you were in that space and 'dream big'!
- How you can avoid unsupervised contact with children or vulnerable people, which means choosing a location where there's lots of foot traffic or common/shared areas such as your church foyer.

Here are a couple of tips we've gathered over time to help you make your shop a success. We're always keen to hear more so let us know if there are other ideas we can add.



Pictured above:
Useful Gifts Shop in 2021

Note: If you're selling gifts like 'shortbread' or other items, you'll need to remember that these aren't able to be receipted with a tax-deductible receipt. Keep track of this money separately and let Tearfund know how much money is collected from these other items. These will be processed as a further donation but not receipted to the donor. If you're uncertain about how to sell these other gifts, please contact usefulgifts@tearfund.org.au or give us a call on 1800 244 986

Designing your shop

The best shops are as 'customer friendly' as possible. Consider how many people will enter and pass the shop, how you can attract them to your shop and how you can make buying gifts easy. Ideally, find a place with lots of space and colour and room for shoppers to visit without making the shop look 'empty' if there are quiet moments.

To begin with you'll need:

- Your Useful Gifts Shop Starter Kit
- A table
- Pens
- Money box (and a float of cash for change to get started)
- A calculator

What to keep in mind when designing your Useful Gifts Shop

Work out the 'flow' of your shop

- If you're in an area where a lot of people pass by, give some thought to where people will enter and leave the shop.
- Make sure people can see the gifts (and prices) where they enter, and that someone is available to take money and write receipts as they leave.
- Securely store cash and credit card forms.

Have the cards and their prices displayed clearly

People love to see the gift they're purchasing. Use your space as creatively as possible to display as many of the gifts as you can. We've also included price stickers to display on the gift cards to make it easier for your customers.

Have a few helpers on deck

It's helpful to have someone selling gifts, answering questions and have the cards and catalogues close by. You may like to have a few other people available to write receipts or help to complete credit card forms. Please ensure that all of your helpers are aged 18 or

over, unless they're your own child/ren. This will make your shop run more smoothly and hopefully make things easier.

A well set up table might be the starting point. Here are some ideas of how other operators have made their shops look great:

Decorate the decorations

Your starter kit comes with a chicken and a goat. You can paint them, cover them in glitter or make additional ones by tracing the pieces. Some groups have asked the leaders of the Kids Church or Sunday School to getting young people to do the decorations as a way of increasing awareness and getting them involved!

Selling other gifts in your shop

You can encourage others to 'stock your shop' with gifts that can be sold to raise money for Tearfund. Shortbread, biscuits, cakes and crafts are great gifts that you could incorporate into your shop. Please ensure you've checked any food handling requirements with the school/church/workplace where you're running your Useful Gifts Shop, or local council.



Pictured above:
Useful Gifts Shop in 2022

Promoting Your Shop



Poster

Put it up a few weeks in advance telling people when the shop will be open. You might like to include your phone number for people to volunteer.

PowerPoint, videos and skits

There are a bunch of resources available online. Visit tearfund.link/ugresources to promote your shop in church services or for presentations at your community group. You might need to get permission to use these in your church, school or workplace.

Email and social media

Post a photo on the Useful Gifts Shops Facebook Group feed or other social media of you getting your shop ready, opening your starter kit, or decorating your shop. This is a great way for people to see what you're up to – after all, they're supporting YOU as well as Tearfund.

Your starter kit includes posters as well as a bunch of resources online such as videos that you can use to promote your shop. Here are some ideas others have found useful.

Wow-ing your shoppers

The best thing you can do is make your shoppers feel appreciated – after all, Tearfund can't do its work without them, and without you!

Think about what you might be able to do to thank your shoppers, such as:

- Give away a small treat with each purchase.
- Post a tally of funds that your shop has raised and update it as the shop runs. Your shoppers love to know how your shop is doing and how much your group has raised!
- Make your decorations interactive: set up a vegetable garden, bring in a live chicken, or anything that you can do that is out of the ordinary and will make your shop noticeable!
- Familiarise yourself with some of the stories from the Useful Gifts cards – this way you can speak confidently about the projects that Useful Gifts support.
- Create a short film featuring yourself or other recognisable people from your church to promote your shop or one of your favourite gifts.

Staffing your shop

It's great to get others to help you run your shop. Whilst some shops run really well with one or two people, it's always great to have friends and family 18 and over to help you out. The more people you have to help you, the better your shop will be!

Think about who might be able to help you:

- Decorate your shop, set it up and pack it up;
- Promote your shop;
- Answer questions and sell gifts;
- Write receipts and reconcile the funds afterwards.
- People who are 18 and older.
- Assist with the Checkout to help with recording and payment elements of your Useful Gifts Shop.



Tearfund cares about children and exercises responsibility for safeguarding children in all our programs and activities. When you're running a Useful Gifts Shop, you need to learn about your church or community group's approach to safeguarding children and abide by their policies. If you want to run your Useful Gifts Shop outside of your church location and context, please get in touch with us first. There are extra volunteer requirements for running your Useful Gifts Shop and representing Tearfund in these other places.

Remember that each Useful Gifts Shop operator is not only representing their community, but also representing Tearfund, so there are a couple of quick points to note. You're a registered fundraiser – everyone involved with your Useful Gifts Shop must wear the name tag and have your letter of authority handy! This makes sure that you're compliant with the laws and regulations in your part of Australia.

Running your Useful Gifts Shop

Making a sale is really easy. Your kit has everything you need to make your first sale.

1/ Have gifts clearly displayed

Your customers will want to browse before choosing gifts.

2/ Give yourself some room to make sales

You'll need space to make the transaction and for others to browse at the same time.

3/ Some people will want to pay with their credit card

To do this use the Checkout (see Checkout information on page 9) and we'll email the customer a receipt directly. Otherwise, use the Credit Card Sales Form and provide a receipt from your Tearfund receipt book - and the payment will be processed by Tearfund when you return the form.

4/ Give the customer the appropriate cards and envelopes for their purchase

The starter kit includes a box and dividers for you to easily keep track of all of the cards in one place and find them quickly for your shoppers.

5/ Write out a receipt

Make sure you include the customer's name, address, the amount and the method of payment. This will help you keep track of your sales as well as being helpful to us here.

6/ Update the Tally Sheet

Update the tally sheet with the gifts you've sold and how the customer has paid. This will make things much easier when you need to get the money to Tearfund.

7/ Thank the customer

Make sure your customer has:

- The gifts and envelopes
- The white copy of the receipt, if not using the Checkout.

Gift Cards

Most shoppers will want some gift cards - after all, it's what they're there for!

What if they don't want gift cards?

That's OK too, just write out a receipt and accept their donation. There's a place on the tally sheet to record that.

Help! I'm running low on cards!

If someone wants more cards than you have, or if you are running low at the end of the day, contact Tearfund as soon as you can on **1800 244 986** or email **usefulgifts@tearfund.org.au** and we'll send cards to you within a few days. Alternatively, your shopper may like to purchase online and Tearfund will send it directly to them. If they do this, please ask them to let us know your Useful Gifts Shop Name or Number so that we add their contribution to your total.

What do I do with cheques, cash and credit card donations?

Cash - Put the cash into your money box, giving change as required and mark the gift sold on your tally sheet. This is when having a float comes in handy!

Cheques - Put the cheque into your money box and mark the gift sold on your tally sheet. Cheques need to be made payable to Tearfund.

Credit Card - When someone wants to use their credit card to make a payment, ask them to fill in the credit card section in the payment section of the Checkout, along with their personal details including their email address so that we can email them a confirmation of payment. Click 'Complete Your Order', and if you get to the 'Success' Page, this card payment has been accepted.

Otherwise, ask them to fill in the Credit Card Sales Form. When they hand this form back, check over the details including their card number, expiry date, signature, date, and a contact method for any problems regarding their payment. Don't forget to put your Useful Gifts Shop Number on the form if it isn't there already!

PayWay cards are no longer accepted at Australia Post or any Bank

For guidance on what to do with both cash and cheques, please locate the 'Cash and Cheque Options' found in your paperwork.

Transfer of Cash

The 'Cash and Cheque Options' information in your paperwork provides a variety of options that allows you to choose the most convenient way to transfer cash to Tearfund.

What to do with Cheques

The 'Cash and Cheque Options' information in your paperwork includes detachable slips that have your Useful Gifts Shop identifying number.

Include one of these slips every time you post one or more cheques to Tearfund so that we can immediately see that the cheque/s come from your Useful Gifts Shop.

To make it easier, we've included some replypaid envelopes.

What to do with the credit card forms

Return your completed Credit Card Sales Forms to Tearfund at the end of every week via mail so that we can process them in a timely manner.

We also ask that you send any cheque/s to us by post. Please see the Cheque section on this page for further information.

If you run out of envelopes, let us know so we can send you some more! For privacy reasons, please do not email or fax credit card forms to Tearfund. Make sure you keep your credit card forms stored securely.

Please don't use the Checkout at a later time to enter in credit card and sales details. Instead, either use the Checkout at the time of sale, OR post us the paper form.

Turn over for more

Running your Shop

Receipting

A receipt is a legal document showing the details of the transaction that can be claimed at tax time.

How do I fill in a receipt?

- Move the cardboard flap to behind the carbon copy before you begin to write.
- Fill in the customer's details on the left-hand side, and the amount of their gift on the right
- Remember to tick the box for cash, cheque or credit card, as this will help with finalising your shop when you are finished.
- Remember to sign the receipt!
- Tear out the top original copy (white) and give it to your customer with their order.

What do I do if they don't want a receipt or if they want to be anonymous?

Fill in a receipt for the customer as above using 'Anonymous' as their name and give it to them if they want it, or just leave it in the receipt book if they don't require a receipt. Remember to enter the transaction on your tally sheet.

What do I do if I make a mistake?

You can either cross the error out and write the correct information, initialling the changes, or you can put a line through the whole receipt page and write 'cancelled' on it before starting afresh.

I'm running out of receipts!

It's best not to take money from shoppers without a receipt. However, they may agree to you sending the receipt to them later – please take their details down so this can happen. Contact Tearfund as soon as you can on **1800 244 986** or email **usefulgifts@tearfund.org.au** and we'll send a new receipt book to you within a few days.

Note: If you're selling gifts like 'shortbread' or other gifts, you'll need to remember that these aren't able to be receipted with a tax-deductible receipt. Keep track of this money separately and let Tearfund know how much money is collected from these other items. These will be processed as a further donation but not receipted to the donor. If you're uncertain about how to sell these other gifts, please contact **usefulgifts@tearfund.org.au** or give us a call on **1800 244 986**

Remember what the customer gets:

- Cards and envelopes for their order
- Change (as required)
- A receipt – the top original copy (white) if you're not using the Checkout

Completing the tally sheet

Why do I need to fill in the tally sheet?

The tally sheet helps by:

- balancing your figures;
- enabling Tearfund to reconcile the donations of your Useful Gifts Shop.

How do I fill in a tally sheet?

- At the start of the day, put your Useful Gifts Shop Name and Number into the respective places on the top. This will help Tearfund to reconcile your Useful Gifts Shop.
- Each time you sell a gift, put a mark in the relevant place.
- Add up the totals at the end of the day.
- Start a new sheet each time you run your shop.

Can I use Excel to do my Tally Sheet?

Yes, you can. Visit **tearfund.link/ugresources** and download an electronic version of the tally sheet which has some auto-calculating features. When you enter the number of items sold into the white columns, it should add them up for you. Remember to fill in your Useful Gifts Shop Name and Number before you send it in either by mail or by email to **usefulgifts@tearfund.org.au**



tearfund

ABN 85 085 413 832
Tearfund PO Box 164 Blackburn VIC 3130
1/4 Solwood Lane Blackburn VIC 3130
Phone: 03 9264 7000
E-mail: info@tearfund.org.au
www.tearfund.org.au

Date:.....

Amount received: \$.....

☐ Cash

☐ Cheque

☐ Credit Card

Donations of \$2 or more are a tax-deductible gift to TEAR Australia.

Privacy Statement: Tearfund complies with the Australian Privacy Principles. You can read our full privacy policy at [tearlink/privacy](#). We will keep you informed about our work and appeals but you can unsubscribe at any point by calling 1800 244 986.

Signed:.....

Name:.....

Address:.....

Postcode:.....

E-mail:.....

On behalf of our Australian and overseas partners,
we thank you for your support.

Sample of Receipt

Tearfund Useful Gifts Shop Tally Sheet 2023/24											
UG Shop Name:						Tally sheet no:		Date:			
UG Shop ID:						Sheet total:					
Code	Item Name	\$	Cash		Cheque		Credit Card		Code	\$	
			Tally	Total	Tally	Total	Tally	Total			
A	Chickens	5							A	5	
B	Health & Nutrition	5							B	5	
C	Early Learning	5							C	5	
D	Seeds & Tools	10							D	10	
E	Teacher Training	10							E	10	
F	Girl's Education	15							F	15	
WNM	Where it's needed Most	15							WNM	15	
FN	Support a First Nations Leader	20							FN	20	
G	Safe Water	25							G	25	
H	Good Food	25							H	25	
I	Adult Literacy	25							I	25	
J	Disability Access	30							J	30	
K	Combat Climate Change	35							K	35	
M	Healthy Mums & Babies	50							M	50	
N	Women's Empowerment	50							N	50	
O	Goat	50							O	50	
P	Business Kick-Starter	60							P	60	
Q	Community Health	70							Q	70	
R	Toilet	70							R	70	
S	Community School Class	100							S	100	
T	Mental Health Care	100							T	100	
U	Hunger Response	150							U	150	
V	Climate Resilience	250							V	250	
W	Hope in Hard Places	490							W	490	
X	Social Enterprise	990							Z	990	
Y	Well	1900							Y	1900	
Z	Village Package	5000							Z	5000	
	Further donations										
			0 \$ -		0 \$ -		0 \$ -				

Sample of Useful Gifts Shop Tally Sheet

What do you do when you've Finished running your shop?

Add up the totals after each session

It's a good idea to get into the habit of adding up the totals on your tally sheet each week after you run your shop. If you use the Checkout, consider marking Checkout sales in a different colour pen or create an extra column or sheet. This will make it easier to balance at the end and you can be sure you have all the money to bank and forms to send in each week. Remember to take out any money you used as part of your 'float'.



When you've finished running your Useful Gifts Shop for the day or just for the session, it's time to add up the money you received, check it balances with the value of the gifts sold, and return any filled-in forms to Tearfund.

Send in the donations received

See the advice on page 21 for how to send in any cheque/s and deposit cash. Collect all the Credit Card Sales Forms and mail them to Tearfund in a reply-paid envelope.

Restock your shop

Whilst you are running your shop, we will keep you stocked with extra resources such as cards, receipt books, forms and reply-paid envelopes, plus anything else you feel you need or would help you run your shop. Please contact us with any further requests like this and we will send the resources out to you as soon as possible.

Print out any additional forms you may need for your next opening. You'll find the forms you need here tearfund.link/ugresources or contact Tearfund and we'll send you some in the mail. You can also order your stock online by visiting tearfund.link/ugresources and filling out the form there.

Always start a new tally sheet each time you run your shop.

When your shop is closed

Reconcile your totals

Balancing the books can be a bit daunting, but all you need to do is match up the Useful Gifts Shop cash and cheque amounts with the amounts deposited, and the credit card amounts with the amounts on your tally sheet.

So that we can reconcile the donations also, please return a completed (total) tally sheet or all of the individual sheets to Tearfund.

What if my figures don't balance?

Don't panic! It's quite common. Here are some steps to follow that will help:

- Go through your receipt books and try to work out if you've forgotten any orders, or whether you have something in the wrong column, such as a credit card sale in the cash column.
- Were there people you didn't receipt, or extra cash donations?
- Make sure you've subtracted your float from the totals.
- Another way to check your total is to subtract the number of gift cards you have left from the number you started with and see if the result equals the number of items sold.

You may find it easier to use the Excel spreadsheet version of the tally sheet. You can download it from tearfund.link/ugresources

What if they still don't balance?

If your numbers still don't match up, or if you have any concerns, please contact us or include a note with your returned receipt books.

If you have more money than you expected, it's probably because someone didn't want change or they made an anonymous donation. Send the extra money in with a short note advising us of the extra funds.

Transaction lists from Tearfund

After the Christmas (or Easter) period, we will send you a statement which shows the transactions we have received to date. Please look through them and compare it with the paperwork you have.

Checklist of items to return

- Letter of authorisation
- All eight name tags
- All receipt books with any deposit receipts stapled in the front
- Any remaining credit card forms or cheques not already sent in. Please attach a slip found on your Cheque and Cash Options information sheet that's included in your paperwork to one or more cheques you're sending in so that we can identify these as coming from your Useful Gifts Shop.
- A final tally sheet adding up each week's tallies OR all of the tally sheets you used

We want your feedback

Each year, we make changes to the Useful Gifts Shop Starter Kit based upon the feedback we received from you, our Useful Gifts Shop operators. Please give us any feedback you can so that we can make this better for next year!

List of items Tearfund doesn't need you to return

- Cards and envelopes
- This booklet
- Posters
- Blank, unused forms such as Credit Card Sales Forms, tally sheets, etc.

About Tearfund

General questions

Who is Tearfund?

Tearfund works in partnership with local Christian agencies to end poverty, challenge inequality and build sustainable communities. Following Jesus, we go where the need is greatest, acting with courage to tackle injustice so that all may experience fullness of life.

Does Tearfund fund evangelism?

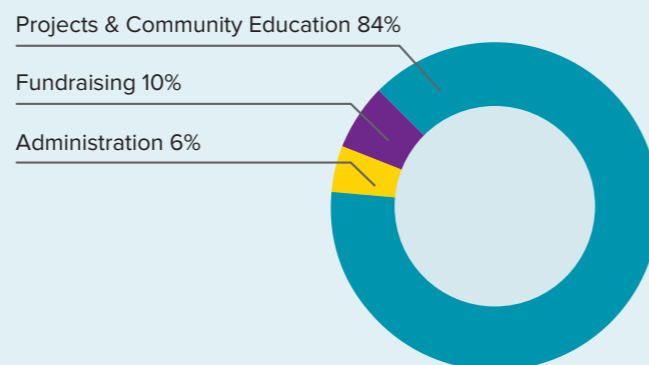
No, money donated to Tearfund does not fund evangelism. However, we do fund the relief, development and advocacy activities of local Christian organisations. These organisations are motivated by their faith in Christ and their desire to demonstrate God's love as they help to create communities of justice and mercy with and through those living on the margins. While we rejoice when people's lives are enriched by their embrace of God in Christ, we will not allow the use of relief and development funds for evangelism in order to achieve this end.

Questions about money

Can I have the receipt made out to the person receiving the card?

Sorry, no. The money received is a donation to Tearfund so the donor must receive the receipt.

Where does the money go?



How do I know the money gets there?

All projects are audited by accountants and reviewed by Tearfund project workers. Tearfund is also audited by registered company auditors and is fully accredited with the Department of Foreign Affairs and Trade (DFAT). Tearfund is a signatory to the ACFID (Australian Council for International Development) Code of Conduct, representing our commitment to ethical standards in governance, financial management and public accountability.

Are Useful Gifts tax-deductible?

Yes, each purchase of a Useful Gift is a tax-deductible donation to Tearfund ABN 85 085 413 832.

Tearfund's Privacy Policy
can be viewed at
www.tearfund.org.au

Questions about Useful Gifts

What happens when I purchase a Useful Gift?

By purchasing a gift from the Useful Gifts Catalogue, you are making a donation to the work of Tearfund's overseas and Australian partners, or community education work, helping communities around the world fight poverty and marginalisation. All the gifts in the catalogue contribute to long-term community development or advocacy programs that enable people to become self-sufficient, and are not given on a one-off basis. So if you buy the gift of Chickens, you are supporting an overall sustainable Good Food program that also includes training and support.

Can I send other items to the project?

Tearfund does not facilitate the delivery of gifts in kind. Resources for the projects are sourced locally at local prices (which are much cheaper than here), and more appropriate for the culture of the area. This also has the benefit of supporting local businesses. Transport costs from Australia, and the costs associated with importing or exporting goods, are often higher than the value of the goods themselves.

Can I get a photo of the actual gift, or write to the people in the community my gift is supporting?

This is not possible because, as Tearfund supports local agencies working to use their funds in the most appropriate way, extra services like individual photos, translation for letters, postage and attributing specific items to specific donors are beyond their capacity. We understand that building up a 'personal' connection with the gifts can be desirable, but this would require directing money away from development projects.

Useful Gifts Shops at other times

Can I run a Useful Gifts Shop at Easter, Mother's Day or another special event?

Yes! We welcome your running a Useful Gifts Shop at your church or with another group, organisation or institution at any time of the year – what ever suits you and your community. All gifts can be used at any time of the year. Contact Tearfund on **1800 244 986** or email usefulgifts@tearfund.org.au and we'll be glad to assist.

Want to know more?

Visit usefulgifts.org to explore more FAQs about the Useful Gifts Catalogue and project stories about each gift at work.



Personal Notes:

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Personal Notes:

[illegible]

tearfund
tearfund.org.au

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MEMBER



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MEMBER
CODE COMPLIANT