



CENTRAL DROP-OFF TEAM LEADER

2021 Ministry Handbook



TABLE OF CONTENTS

2021 CENTRAL DROP-OFF TEAM LEADER HANDBOOK INTRODUCTION	3
OUR HEART	
CURBSIDE DROP-OFF COLLECTION PROCESS	
OPTIONAL INSIDE COLLECTION PROCESS	
OCC STANDARDS AND PROCEDURES	5
CENTRAL DROP-OFF TEAM LEADER ROLE OVERVIEW	5
COLLECTION NETWORK 2021 CORE VALUES & PRINCIPLES	6
NATIONAL COLLECTION WEEK KEYS TO SUCCESS	7
WHAT HAPPENS BEFORE NCW?	8
WHERE SHOULD OUR COLLECTION TAKE PLACE?	
WHEN ARE THE MOST CONVENIENT TIMES FOR DONORS?	
COLLECTION NETWORK CARTON AND KIT SHIPPING	
ADDITIONAL SUPPLY SHIPPING (SIGNAGE)	
COORDINATE NCW PLANS WITH CHURCH LEADERSHIP	
HOW DOES OCC PROMOTE SHOEBOX PARTICIPATION?	10
SHOEBOX PROMOTION	
DROP-OFF LOCATION PROMOTION	
WHAT HAPPENS DURING NCW?	10
RECORD ACCURATE DONOR INFORMATION	
KEEP AN ACCURATE COUNT OF SHOEBOX GIFTS	
SECURITY	
HOW DO WE COLLECT AND TRANSPORT SHOEBOX GIFTS?	14
RECEIVING SHOEBOX GIFTS	
RECEIVING FILLER ITEMS	
PACKING SHIPPING CARTONS	
PACKING TRAILERS	
PROPER LIFTING TIPS & TECHNIQUES	
TRAILER SEALS	
TRANSPORT SHOEBOXES	
GENERAL SHIPPING INSTRUCTIONS	
COMPLETING YOUR BILL OF LADING	
BILL OF LADING INSTRUCTIONS	
IMPORTANT REMINDERS	
WRAPPING THINGS UP	
SPIRITUAL IMPACT STORIES	
APPENDIX	22
APPENDIX A: DIGITAL DROP-OFF FORM	
APPENDIX B: INDIVIDUAL DROP-OFF FORM	
APPENDIX C: CHURCH/GROUP DROP-OFF FORM	
APPENDIX D: DROP-OFF FORM TOTALS	
APPENDIX E: SUMMARY SHEET	
APPENDIX F: COLLECTION NETWORK SUMMARY	
APPENDIX G: OPERATION CHRISTMAS CHILD TALLY SHEET	
APPENDIX H: OPERATION CHRISTMAS CHILD CENTRAL DROP-OFF PROFILE & AGREEMENT	
APPENDIX I: SHORT-TERM VOLUNTEER INFORMATION FORM	
APPENDIX J: BILL OF LADING	
APPENDIX K: FILLER ITEMS LABEL	
APPENDIX L: TRAILER LABEL	
APPENDIX M: AREA TEAM ORGANIZATIONAL CHART	
APPENDIX N: NCW TRANSPORTATION CHART	
APPENDIX O: COMMONLY USED TERMS AND ACRONYMS	

2021 CENTRAL DROP-OFF TEAM LEADER HANDBOOK INTRODUCTION

As a ministry, we want to do whatever we can to bring the hope of the Gospel through shoebox gifts to children across the globe. Central Drop-off Locations are the first step in the journey of a shoebox. As we look forward to National Collection Week 2021, the ministry of Operation Christmas Child is moving forward with curbside collection and allowing the location to decide if they would like to offer inside collection in addition to curbside.

OUR HEART

Our heart is for the Gospel. This year we have a tremendous opportunity to partner together and collect shoebox gifts that will carry the Gospel to the ends of the earth. Like Paul said in 1 Corinthians 9:22-23, we want to be willing to do whatever it takes to reach others with the Gospel. Paul said, “To the weak I became weak, to win the weak. I have become all things to all people so that by all possible means I might save some. I do all this for the sake of the gospel, that I may share in its blessings.”

Our heart is for our donors. We want to be flexible, adaptable, and do whatever is needed so all shoebox packers have the opportunity to send their shoebox gifts to the uttermost parts of the world. We want to ensure that every person dropping off a shoebox experiences the love and care of Christ, and remove any barriers that would prevent a donor from dropping off their shoebox gift.

Our heart is for you as OCC volunteers. You are a crucial part of this mission. God has placed you in your role for such a time as this. We may be asking you to take precautions or steps that feel overly cautious to you. Please know that we are not asking lightly. We have prayed and considered how to proceed, and believe each step is for the sake of the Gospel, with care for our donors and with gratitude for you and your Central Drop-off Location.

CURBSIDE CENTRAL DROP-OFF COLLECTION PROCESS

What does a “Curbside Central Drop-off Collection” mean?

When donors arrive at the Central Drop-off Location, they will follow signs to the “Curbside Drop-off Location: Park Here” sign. A greeter will ensure they know where to go to drop-off their shoebox gift.

Donors will be able to stay in their cars as the host volunteer walks them through filling out a drop-off form (digital or paper). The volunteer will also take any prayer requests from donors.

As donors arrive, the Greeter will explain to them that they will not need to get out of their cars and direct them to the area where the Host is ready to receive shoeboxes and donors. When a car pulls up to the designated area, the Host will approach the car window

and say: “We would love to unload your shoebox gift(s). Is that ok with you?” If the donor says yes, then the Host will direct the Unloader to unload the donor’s shoeboxes. If the donor says no and wants to unload their shoeboxes themselves, then the Host should direct the donor to place their shoeboxes either in a designated carton located nearby or on a cart rolled close to their vehicle.

Next, the Host should tell the shoebox donor that we have a thank you note and sticker for them and then ask if they’d like us to leave them in place of the boxes removed from the vehicle or hand it directly to them. If handing the materials to the donor, please wear gloves. Frequent handwashing is also encouraged.

Shoeboxes will be cartonized and stored inside the building as normal until delivered to a Central Drop-off Location or loaded onto a trailer.



OPTIONAL INSIDE COLLECTION PROCESS

We know that some donors greatly enjoy the experience of dropping off their shoebox inside the Drop-off Location. While we ask that every location offer the donor the curbside option, each location has the option to offer the donor the experience of dropping off their shoebox inside the location. We continue to ask that you follow state and local guidelines and get the approval from your church leadership if you decide to extend the inside drop-off collection to your donors.

The inside collection process is a lot like the curbside process. As donors arrive, the Greeter will explain to them that they have the option of dropping off curbside; or, if they like, they may drop-off inside the Drop-off Location. If the donor chooses to drop-off inside your location, the Greeter will direct them where to park and where to enter the building.

Next, the host that is inside will joyfully receive each donor. From this point the experience is much the same as curbside as you receive the donor’s shoeboxes and offer them the QR Code to record their donation.

Inside collection can allow more time with each donor and the opportunity to share about

the journey and impact of a shoebox, our discipleship program - *The Greatest Journey*, and ways with which they can become involved year-round as a Connect Volunteer. As always, make sure you end your time with each donor not only praying over their shoebox but also asking if there are any personal needs that you may lift up in prayer.

Before the donor leaves, make sure to offer them a thank-you card as a way of showing your appreciation. The thank-you card is also a great tangible reminder for the donor to continue to pray for the child that will receive their shoebox.



OCC STANDARDS AND PROCEDURES

Operation Christmas Child has developed a set of Standards and Procedures to strengthen the volunteer network and help us navigate this unique year. As a Connect Volunteer, we know that you have many responsibilities, and you may not know all of the ministry practices. In order to facilitate this, we created this handbook of Standards and Procedures.

CENTRAL DROP-OFF TEAM LEADER ROLE OVERVIEW

Central Drop-off Team Leaders have the privilege of being the face of Operation Christmas Child to their community. As they collect shoebox gifts from generous donors, Central Drop-off Team Leaders are able to convey the privilege of sharing the Gospel around the world through a simple gift. As careful stewards of the ministry's resources, they ensure that shoeboxes from local Drop-offs are prepared and carefully sent along their journey to a waiting child in another country. What an amazing opportunity Central Drop-off Team Leaders have to connect their local community with children a world away. (See the OCC Area Team Organizational Chart on page 42 of the Appendix.)

COLLECTION NETWORK 2021 CORE VALUES & PRINCIPLES

The Collection Network is the front line of ministry for Operation Christmas Child. With the majority of our donors visiting a Central Drop-off Location during National Collection Week (NCW), it is vital that our Collection Network is designed to be efficient and effective in Collecting, Counting, Cartonizing, and Delivering shoeboxes. The 2021 core values and principles below are vital in the success of our Collection Network.

- **A Central Drop-off Location is Prayerful**

The ministry of OCC begins in prayer. A successful Collection Network has each and every Central Drop-off Location rooted in prayer. A great way to set a prayerful tone during NCW is to pause regularly with your volunteers to pray. There is nothing more powerful than the power of prayer.

- **A Central Drop-off Location is Transformational**

The shoebox gifts are critical to the ministry of OCC, as are the donors. Our desire is for donors to feel valued and appreciated for their participation in Operation Christmas Child. One example is letting the donor know your team routinely prays throughout the day and asking if the donor has anything they would like your team to pray about. This will transform the drop-off experience and often open the door for spiritual conversations. The strongest Collection Network is one that conveys the love of Christ to every donor.

- **A Central Drop-off Location is Active**

The goal is to create an environment where each donor leaves encouraged and more connected to what God is doing around the world through OCC. Greeters and Hosts play an important role by actively approaching donors and managing the flow of drop-off activities. Being active with each donor positively impacts their donor experience.

- **A Central Drop-off Location is Efficient**

Proper training is key to an efficient Drop-off Location. The training does not stop with the Coordinator, but should flow down to each and every short-term volunteer serving. From the Greeter to the volunteer placing the shoeboxes in the carton, each role in the Central Drop-off Location is crucial. When each volunteer feels confident in their role, the efficiency of the Central Drop-off Location is at an all-time high. (See the Short-term Volunteer Information Form on page 36-37 of the Appendix.)

- **A Central Drop-off Location is Accurate**

Accuracy is essential to the ministry of OCC. Accurate numbers matter. OCC uses the numbers reported from each Drop-off Location for strategic planning, growth goals, and other important reporting activities.

- **A Central Drop-off Location is Promotional**

NCW is the most exciting week of the year for OCC and its supporters. This one week is also the only week of the year that Project Leaders, participating churches, and individual donors come to an official OCC Drop-off Location. NCW provides the best opportunity to celebrate what God is doing locally in each church and to share the impact being made

worldwide through OCC and TGJ. This week is also a great chance to share with shoebox donors the various ministry projects of Samaritan's Purse. NCW is not only an optimal time for promoting OCC for the coming year, it is also a great opportunity to recruit year-round Connect Volunteers.

NATIONAL COLLECTION WEEK KEYS TO SUCCESS

- **Be Prepared**

The biggest way to ensure a smooth NCW is to be prepared. It is vital to make sure you have a plan heading into the week. Recruiting short-term volunteers, training, confirming materials, and assigning duties and tasks are all things that should be started before NCW. This ministry handbook is the optimal place to find answers during NCW. We recommend you carefully review the entire 2021 handbook to be mindful of current procedures and processes of NCW. The biggest issue team leaders face is carrying the weight of NCW on their own shoulders. Preparing ahead of time will allow additional volunteers to support you in this great effort.

- **Be Flexible**

NCW can consist of many ups and downs. At times, your Central Drop-off Location will be very busy with donors, volunteers, and Area Team members. Other times, your Central Drop-off Location will experience limited activity. When an issue arises, focus on being a cooperative and flexible leader while working toward a solution with your volunteers. In order to make this week successful, flexibility is key.

- **Be Organized**

Whether your Central Drop-off Location collects 100 shoeboxes or 10,000 shoeboxes, organization is key to making this a smooth collection week. Staying organized during the collection process assures your totals are accurate and precise. Organizing the various forms that are filled out during NCW will make the closure packet process much easier. Organization looks different for each team leader; there is no "one size fits all" solution. Find a process that works for you!

- **Be Connected**

Communication plays a pivotal role in the success of NCW. Whether you are communicating with your short-term volunteers, your Area Team, or the facilities manager at the church, make sure you are in touch with everyone on a regular basis. You will also want to stay connected to your Logistics Coordinator for resources and information.

- **Be Responsible**

The success of National Collection Week is up to you! In order to have a positive experience, you need to own the responsibility of the Central Drop-off Location and security of each shoebox you receive. Make sure you align yourself with an effective team of short-term volunteers who can help you carry the weight of NCW. Devoting time and effort to proper planning, recruiting, training, and organizing will help make NCW a great success. Your role is to steward the gifts and resources the Lord has given you to make sure that each donor, volunteer, and shoebox is appropriately valued as a Gospel Opportunity.

WHAT HAPPENS BEFORE NCW?

Now that we've learned what a successful NCW looks like, let's review the details of how that all happens. To examine this, we'll look at five main questions: what, where, when, who, and how. The answers to some of these questions will give you background information and the answers to others will outline some of your tasks.

WHERE SHOULD OUR COLLECTION TAKE PLACE?

It's important to give careful consideration to the best place at your church for receiving shoebox gifts from donors. Keep in mind that this area should be..

- Covered, if possible, to protect from inclement weather.
- Easy to find and clearly marked with where to go and how to drop off.
- Secure for storing shoebox gifts, which may contain money.
- Large enough to pack shoeboxes into cartons.
- Welcoming to donors.

Please take time to think through the set-up of your location with church leadership, paying extra attention to areas of vehicle traffic. Doing so mitigates risks to every person and shoebox that arrives.

WHEN ARE THE MOST CONVENIENT TIMES FOR DONORS?

You'll want to set hours of operation during collection week that keep the donor in mind. That may mean having hours in the morning on some days and in the evening other days. These hours of operation are about collecting Gospel Opportunities! Consult your Logistics Coordinator or Regional Office for suggestions on a schedule for National Collection Week.

Central Drop-off Locations are required to have at least two hours of operation every day of National Collection Week. The average Central Drop-off Location hours of operation range from five to eight hours daily.

COLLECTION NETWORK CARTON & KIT SHIPPING

Your Central Drop-off will be shipped the quantity of cartons needed for you and the Drop-off Locations that feed into you. A delivery window will be communicated to you by the Regional Office and a more specific date will be communicated by the transportation company, giving at least 24-48 hours' notice.

You will receive your Collection Network Kit with the delivery of your cartons. The carton delivery will also include kits for all of the Drop-off Locations that feed into your Central Drop-off Location. The Central Drop-off Locations are in charge of distributing these materials to their Drop-off Locations.

What is offered in the Collection Network Kit?

- OCC t-shirts
- Tape guns (to be distributed to Drop-off Locations as needed)
- “I Packed A Shoebox” stickers
- Bilingual shoebox Drop-off Forms (Individual and Church/Group)
- Digital Drop-off Form
- Drop-off Totals Form
- Short-Term Volunteer Information Forms
- Follow Your Box labels
- Closure Packet Envelopes
- Tape
- Trailer seals (Only for Central Drop-off Locations)
- Masks and gloves
- Additional supplies and paperwork (may vary year to year)

ADDITIONAL SUPPLY SHIPPING (SIGNAGE FOR NEW LOCATIONS)

In order to accommodate Curbside Collection, the ministry will provide every NEW location with directional yard signs, and a “Curbside Drop-off Location” sign. This signage will ship directly to your Central Drop-off Location in late October.



COORDINATE NCW PLANS WITH CHURCH LEADERSHIP

National Collection Week is a local church ministry activity. The Central Drop-off Location church is responsible for all NCW activities and NCW volunteers.

- In order to ensure a strong partnership and successful National Collection Week, it's vitally important for church leadership to be engaged in the planning and execution.
- Please ensure that the church leadership at your location is informed and comfortable with all volunteer activities that take place on church property. Church leadership and/or church security should be aware of the Central Drop-off Location's hours of operation, as well as the estimated number of volunteers serving each day.
- Please make sure you have a plan in place to ensure the security of all volunteers and shoeboxes during NCW.

HOW DOES OCC PROMOTE SHOEBOX PARTICIPATION?

SHOEBOX PROMOTION

OCC is promoted in many different way, including through promotional kits. Promotional kits are mailed each September to churches and community groups who partnered with OCC within the previous three years. There may also be year-round Church Relations volunteers in your collection area who have been contacting churches throughout the year about their participation.

DROP-OFF LOCATION PROMOTION

OCC provides Central Drop-off Locations with several resources to help get the word out about where donors can drop off their shoebox gifts locally:

- Banner - An outdoor Operation Christmas Child banner will be shipped separately to new Central Drop-off Locations/Drop-off Locations.
- Internet - In the Fall, shoebox donors can go to www.samaritanspurse.org and use our “Drop-off Locator” to find the closest Drop-off Locations. There is also a mapping feature that will help donors get specific directions to the Drop-off Location.
- Toll-free number - Donors may call **800-353-5949** to find out more information about the project and where they can drop off their shoebox gifts. This number is staffed by Samaritan’s Purse employees who are knowledgeable about the project. We do ask you to provide a contact phone number that can be given out to donors if they have specific local questions. Your number will NOT be posted or listed anywhere (i.e. newspaper, internet, etc.) without your consent.

WHAT HAPPENS DURING NCW?

Following are essential responsibilities of the Central Drop-off Team Leaders during National Collection Week:

RECORD ACCURATE DONOR INFORMATION

Accurate donor information is important because we use this information to make follow-up contacts with our churches and community groups and contact donors for future participation with Operation Christmas Child. Accurate information also gives us the data we need to send promotional materials the following year. Additionally, accurate information supports the recruitment of additional volunteers and verification of the number of shoebox gifts collected.

Digital Drop-off Form (Appendix A)

In an effort to limit contact with our donors each Central Drop-off Location will be provided with a waterproof QR code handheld sign that donors can scan with the camera on

their smartphones. Once scanned, a link to a Drop-off Form will pop up on their phone and can be completed. They will be able to complete in English or Spanish. If they are dropping off on behalf of a church or group, they will fill out the Church/Group Form; if they are dropping off as an individual then they will select the Individual Form. The online forms have the same questions as shown on our paper Drop-off Forms.



Individual Drop-off Form (Appendix B) and Church/Group Drop-off Form (Appendix C)

We encourage the use of the Digital Drop-off Form, but if a donor prefers the paper form the Host or Greeter could fill out the form at the donor's car window.

Remember - The key question to ask if filling out a paper form is: "Are you dropping off shoeboxes packed by you or your family or on behalf of a church or group?"

This question will help you and/or your volunteer choose the correct Drop-off Form to fill out. If an individual is dropping off shoebox gifts for his/her church or community group, the Church/Group Drop-off Form should be used. The collected information should be the name and contact information of the church or group. Those individuals dropping off as themselves are to fill out the individual drop-off form.

- Please ensure the forms are filled out completely and legibly including the correct Location Code: D (for Drop-offs) or C (for Central Drop-offs) and the zip code of the location.
- If the paper Drop-off Forms are used please do not cut the Drop-off Forms. Leave full sheets intact.
- Make copies of the Church/Group Form for your records and return the completed forms in the provided closure packet.
- Please do not make copies of the Individual Drop-off Forms.

Best Practice - Enter Drop-off Form data online during slower times.

KEEP AN ACCURATE COUNT OF SHOEBOX GIFTS

Accurate shoebox totals inform shipping needs. Miscalculations can result in added shipping costs for Operation Christmas Child. These numbers are used by the Processing Center before the gifts arrive.

Due to the use of digital and paper Drop-off Forms, the following tool will assist you in maintaining accurate shoebox counts. This form will be provided in your kit and you can also access this form on MyOCC to print off and/or save. This form is located under Downloadable Resources.

Drop-Off Totals Form (Appendix D)

The Drop-off Totals Form is designed to record each shoebox gift that is dropped off by a donor and give you a daily total. There is a page for each day of NCW and you will simply enter the number of shoebox gifts each donor dropped off in the spaces provided on the form. Please see the example in the appendix section.

We will continue to use the Summary Sheet so you can enter your daily total provided by your Drop-off Totals Forms.

Summary Sheet (Appendix E)

The Summary Sheet is used by Central Drop-off Locations and Drop-off Locations to record how many shoebox gifts they have received each day during National Collection Week. For Central Drop-off Locations, this is outside of what is being dropped off by their Drop-off Locations. The Summary Sheet will not be used to keep track of shoebox totals from Drop-off Locations. Drop-off totals should be tracked using the Collection Network Summary Sheet. Completing this sheet will help team leaders know which days they receive more shoebox gifts and thus be better prepared in future years to have volunteers ready to receive these gifts. Drop-off Locations will include this sheet in the closure packet they give to you.

Collection Network Summary Sheet (Appendix F)

The Collection Network Summary Sheet is used by the Central Drop-off Team Leader to record how many shoebox gifts each of the Drop-off Locations brought to the Central Drop-off Location at the end of National Collection Week. Drop-off collections are NOT to be logged in on the Individual or Church/Group Drop-off Form at the Central Drop-off Location. You will be able to use the information given on each of your Drop-off Location's Summary Sheets to complete this form to have a grand total. You will turn this form in to the Regional Office with your Closure Packet.

Tally Sheet (Appendix G)

The tally sheets are designed to help the Central Drop-off Location keep an accurate count of shoebox gifts and cartons. You will assign each carton a number, starting with one and going up. On the tally sheet, you will see numbering in the upper left corner. This represents the carton number. Enter the number of shoebox gifts you have packed in each carton in the small boxes on the form. You will then total the numbers in each row and add the numbers in the TOTALS column to produce a total number of shoeboxes per trailer. Electronic (Excel) tally sheets are available on MyOCC if preferred.

To ensure the consistency and accuracy of shoebox totals from your Central Drop-off Location, please ensure that your Central Drop-off Location's grand total is consistent across all forms. The "Grand Total for your Collection Network" you provide on the "Collection

Network Summary” should match the combined shoebox total from all trailer Bills of Lading (BOLs).

What should I do if the Bill of Lading (BOL) and Collection Network Summary Sheet shoebox numbers do not match?

If you have loaded the trailer and the final count does not match the sheet:

1. Investigate where the counting mistake may have been made.
 - Does the carton total in the trailer align with its typical max capacity?
 - Did you count the total number of cartons from each Drop-off Location?
 - Did your count of their shoebox total (addition of shoeboxes per carton written on the outside of the carton) match what the Drop-off Location said they dropped off?
 - What do the Drop-off Forms indicate is the total?
 - How confident are you that the number of shoebox cartons on the trailer is correct and shoebox totals per carton correctly noted and added on the tally sheets?
 - The accuracy of the BOL total is the most important. This helps ensure accurate trailer weights are reported for the carriers, and it ensures shoebox and carton totals are accurate for the Processing Center.
2. If the error can't be determined and you are not confident the BOL totals are 100% accurate, an acceptable margin of error before you have to unload the trailer and re-count the cartons is 1%.
3. Fill out the adjustment line so the Summary Sheet will align with the BOL total.

SECURITY

Please make sure you have a plan in place to ensure the security of all volunteers and shoeboxes during NCW. A “Site Leader” should be identified if the Central Drop-off Team Leader is not present.

- All volunteers should know who is responsible at any given time at the Central Drop-off Location.
- **In the event of an emergency:**
 1. Gather volunteers in a designated place.
 2. Call 911 (if appropriate).
 3. Call the church point of contact.
 4. Call your OCC Regional Office.
- Consider posting emergency phone numbers on-site for reference.
- Please contact your Regional Office in the event an individual or group with an agenda are not in keeping with the ministry of Samaritan’s Purse, or disrupting the desired service environment.
- Shoeboxes should be securely stored in churches and/or trailers at night and outside of NCW drop-off hours.

HOW DO WE COLLECT AND TRANSPORT SHOEBOX GIFTS?

Central Drop-off Locations have the sacred responsibility of collecting and transporting these shoeboxes with care. These Gospel opportunities are gifts we've been entrusted to deliver and they must arrive in the receiving child's hands as closely to the way the original donor packed them as possible.

RECEIVING SHOEBOX GIFTS

- Please do not open, sort, process, or separate shoebox gifts in ANY way.
- Please do not remove money from the shoebox gifts.
- Please do not ask the donor if they have included the suggested donation. If the donor asks about how to make a financial donation, please provide them a Follow Your Box label to activate or encourage them to donate online via the Follow Your Box page at www.samaritanspurse.org.
- EVERY gift is important and should be received and handled in that manner. When handling, please do not throw or toss shoebox gifts.

RECEIVING FILLER ITEMS

Sometimes shoebox gifts arrive at our Processing Centers (PC) with extra space or with items unsuitable for delivery overseas. Some shoebox donors may also donate loose, separate items that can fill a shoebox, or "filler items." The filler item donations provided during National Collection Week ensure all shoeboxes are filled with appropriate gifts. Donations may include pencils, crayons, stuffed animals, etc. We refer to these donations as gifts-in-kind (GIK), or filler items. Following the gifts-in-kind procedure allows us to track the amount of filler items we have on each truck to stock PC locations. Please follow the instructions below when receiving filler items at your Central Drop-off Location.

If someone is interested in donating one pallet or more of filler items, please contact the Corporate Relations Team at OCCGIK@samaritan.org.

All filler items received during National Collection Week at Central Drop-off Locations or Drop-off Locations should be received as anonymous. All donated filler items must be sent directly to the Processing Center along with packed shoeboxes. Donors insisting upon acknowledgment from OCC can deliver their filler items to a Processing Center or contact OCC Corporate Relations at OCCGIK@samaritan.org to discuss other possible arrangements.

Following are instructions to complete the filler items label (**Appendix K**).

- Location Code: Write the location code of your Central Drop-off Location (C followed by the zip code of your location)
- Collect Items: Store the items in the carton you have set aside. You don't need to sort items and any OCC carton can be used.
- Label Carton

Include these filler items on your Bill of Lading with a general description and estimated weight. When shipping, place the labeled carton on the back of the trailer with the label facing the door.

PACKING SHIPPING CARTONS

- Shoebox gifts do not have to be sorted by age or gender.
- Place two strips of clear tape across the bottom seam of the carton. Tape will be provided with your supplies.
- Fill each carton with as many shoebox gifts as possible without over packing or bulging.
- Strive to pack at least 15 shoebox gifts per carton by packing the bottom of the carton with shoebox gifts placed vertically, then fill to the top with shoebox gifts placed horizontally. This may require using an assortment of sizes.
- Keep count of the number of shoebox gifts as each carton is packed.
- Once filled, place one strip of tape across the top seam of the carton.
- Please use the designated area on the carton to record the number of shoebox gifts. Do not assign a carton number. The carton number will be assigned by your Central Drop-off Location. Please only mark on the cartons in the designated area. The cartons will be unpacked and re-used at the Processing Center for overseas shipment.
- Return all unused shipping cartons and tape to the Central Drop-off Location when you drop off your shoeboxes at the end of National Collection Week
- If a location runs out of cartons, searching for cartons locally is the best way to solve the problem. Be sure to check with your Drop-off Locations, moving and storage companies, Wal-Mart, grocery stores, etc., in order to fill this need.

PACKING TRAILERS

OCC shipping charges are now on a per-trailer basis. Please fill each trailer to its maximum capacity.

1. 28-foot trailer (pup)
 - Approximately 5,500 shoebox gifts or 350 cartons
 - Maximum weight: 24,000 lbs./7,500 shoeboxes
 - (5Wx5Hx14L)
2. 53-foot trailer (van)
 - Approximately 11,000 shoebox gifts or 675 cartons
 - Maximum weight: 40,000 lbs./12,500 shoeboxes
 - (5Wx5Hx27L)

Attaching the bright pink Trailer label to one of the last cartons you load onto a truck is essential for the Processing Center to successfully manage the number of shoeboxes arriving.

- Load cartons with the barcode box facing out. (This side has the OCC logo and boy/girl options.) This will help if cartons must be off-loaded for any reason during transport to the Processing Centers.
- Please make sure the trailer label (Appendix L) (printed on bright pink paper) is attached to one of the last cartons loaded onto the trailer, facing the trailer doors, indicating the number of shoebox gifts on that trailer and which Central Drop-off Location they represent. This step is essential for the Processing Center to successfully manage the number of boxes arriving.
- Please keep the trailer locked until the trucking company retrieves it. A heavy-duty

padlock with a key is recommended instead of a combination lock. Remember to remove any locks and place a seal on the trailer door before the driver leaves.

- A sealed divider (bulkhead) may be requested to seal and secure your final trailer if it is less than half full.

PROPER LIFTING TIPS & TECHNIQUES

The weight of full cartons ranges from 40 lbs. to 70 lbs. Please make sure you have the proper equipment, planning, and technique for a successful and injury-free National Collection Week. Please apply the ideas below to your location:

- Use multiple people when lifting and stacking cartons. Assign and rotate at least two groups of volunteers to prevent excessive strain. Utilize strong, tall volunteers who are able to support lifting these heavy boxes.
- Borrow hand trucks and equipment when necessary.
- When packing cartons, keep them on a table so you aren't lifting from the ground once filled.
- Do not separate pre-printed cardboard shoeboxes from regular shoeboxes when packing cartons. There is no added advantage to separating pre-printed cardboard shoeboxes from regular shoeboxes. In fact, this often causes a carton to be heavy and more difficult to manage for sites.
- To avoid straining your back when lifting:
 - Keep your feet shoulder-width apart for a wide base of support.
 - Bend only at the hips and knees.
 - Keep a good posture. Look straight ahead and keep your back straight.
 - Hold the carton as close to your body as possible at stomach-level.

TRAILER SEALS

To help further secure the shipments of these precious shoebox gifts as they are transported from the Central Drop-off Locations to the Processing Centers, white OCC seals will be provided to each Central Drop-off Location by OCC in your Central Drop-off Kit.

A seal is a locking mechanism that has an identification number on it and attaches to the trailer door, or sealed divider (bulkhead), once it is ready to be picked up by the trucking company. Please attach a seal to each shipment that is sent to a Processing Center.

- Write the seal number on the corresponding Bill of Lading.
- Attach the seal to the trailer door where the lock is normally placed. (Please be sure to remove the lock as the seal will serve as a lock for the shipment.)
- Once the seal has been attached (see sample on left), the trailer door cannot be opened again.
- Note: It is important that the seal number on the trailer corresponds with the seal number on the Bill of Lading for that shipment.

TRANSPORT SHOEBOXES

Ensure that shoebox gifts are transported to their next destination. OCC partners with national, regional, and local carriers to provide transportation for all shoebox gifts from the Central Drop-off Locations to Processing Centers. Drop-off Locations are responsible for transporting shoeboxes collected at their facility to the Central Drop-off Location. Please ship all shoeboxes received at your Central Drop-off Location via the provided carrier.

GENERAL SHIPPING INSTRUCTIONS

OCC partners with multiple transportation carriers each year. Transportation Carriers are assigned to Central Drop-off Locations based on many different factors. The carrier assigned to your location may differ from others assigned in your state or Area Team. Please review the updated shipping information. Due to multiple carriers in a changing shipping industry, the most updated shipping information will be updated each Fall and posted separately on MyOCC. Please reference your annual shipping information each year.

It's important to note that the shipping demand on carriers right now is very high but supply is very low due to multiple factors. We encourage you to be proactive in planning with your assigned carrier. The better you communicate and have a plan set in place, the better your service will be. What follows are general shipping instructions which are applicable each year regardless of the transportation carrier.

- Some carriers may contact you in advance of NCW to set up a site visit, confirm the needs of your location and provide local terminal information. If you have trouble establishing contact with your local terminal or if additional customer service is required, please contact the appropriate number provided in your annual shipping instructions.
- As the Central Drop-off Team Leader, you may contact the local terminal two weeks before collection week begins to make an appointment for trailer drop off. Please remember, the better your communication with the terminal manager, the better your service will be. One of the most prevalent issues we face with transportation carriers is monopolizing their trailers. In order to be good stewards of our time and their resources, please arrange to have your trailer(s) dropped off as close to your loading time as possible. A best practice, if possible, is to store your cartons in a secure location until you have acquired enough to order and fill a full trailer. This will minimize the time the trailer sits idle at the Central Drop-off Location and maximize our productive use of their limited equipment. It is also important to remember carriers don't want to bring an empty trailer without taking a full trailer away.
- During National Collection Week, stay in contact with the local terminal to work together and anticipate equipment needs based on the volume of collection. It is wise to schedule your trailer drop 72 hours in advance. When you are ready for your trailer to be picked up or switched with an empty, try to plan 48 hours in advance. Often times carriers need 24-hour notice to schedule a driver for your pick-up as well as a four-hour window around the agreed upon appointment.

- It is best to be proactive and schedule a few days prior to ensure your trailer is delivered when desired. Please make sure the last trailer is picked up no later than the Tuesday following National Collection Week. Flexibility is helpful when working with transportation carriers. Please treat drivers and terminal managers with missional kindness. Don't engage in arguments, rather contact your Regional Office if receiving poor service. It's important to let the Logistics team handle the big challenges in order to best manage our carrier relationships.
- Refer to your carrier shipping instructions available on MyOCC.

IMPORTANT: Please remember that transportation carriers will NOT drop a trailer until the Central Drop-off Team Leader calls the local terminal. When making arrangements with the local terminals, please be prepared to provide the following information:

- Contact person and phone number at Central Drop-off Location.
- Projected number of trailers needed.
- Instructions as to where the trailer should be left on-site. (Note: It is best to have someone on site when the trailer is dropped off to ensure it is left in a convenient location.)

COMPLETING YOUR BILL OF LADING

The Bill of Lading (BOL) permits the carrier to take possession of the shipment, describes the shipment's contents, indicates where the shipment will be delivered, and shows that Samaritan's Purse is responsible for paying shipping charges. Be sure to have this document ready for the driver when the trailer is picked up. BOL accuracy is critical because BOLs directly impact carrier invoices! You personally have the opportunity to impact ministry stewardship. There are two options for completing your BOL: (1) complete the BOL online through MyOCC at myocc.samaritanspurse.org or (2) complete a paper copy.

Online Submission

The best practice is to use the online submission to ensure proper and efficient documentation. Go to MyOCC, click Menu, and then click on the Logistics tile. This should take you directly to the BOL submission page. Pop-up instructions have been added to assist with filling out the BOL. When complete, submit and print three copies: one for your site, one for the closure packet, and one for the carrier.

Paper Copy

Central Drop-off Location supplies will include Bills of Lading (See Appendix J). The paper form is in triplicate. Again, one copy is for your site, one for the closure packet, and one for the carrier. If you choose to complete the paper copy, you will still need to "Report Your Trailer" online through MyOCC. When the trailer is picked up, the driver will assign a tracking number or pro number to the Bill of Lading. Make note of this number. As soon as the carrier picks up the trailer(s), please report the following information on MyOCC via "Report Your Trailer."

- Trailer number
- Total number of shoebox gifts and filled cartons.
- Tracking number and seal number.

If you do not have access to MyOCC, contact the Logistics team to report your informa-

tion. Updated contact information will be provided in the annual shipping instructions.

***Note: If you have already reported your trailer online via the MyOCC “Report Your Trailer” option OR have contacted the Logistics team with your trailer information, you do not need to create and submit a BOL online. This could result in duplicate information being reported.**

BILL OF LADING INSTRUCTIONS

Please complete the BOL by following these easy step-by-step instructions. If multiple trailers are filled, a BOL will need to be completed for each new shipment. Any unused paper forms should be discarded after collection is complete.

1. Specific instructions for your BOLs are available in the shipping information updated each year.
2. Enter the trailer number, which is clearly marked on the trailer.
3. Enter the proper name and complete address of the shipper (that’s you). This will most likely be pre-printed for you.
4. Enter the number of filled cartons.
5. Enter the total number of shoebox gifts.
6. Enter total weight of shoeboxes (multiply the number of shoeboxes by 3.2).
7. Enter the number of corrugated boxes (empty cartons returned).
8. Enter total weight of corrugated boxes (multiply the number of corrugated boxes by 3).
9. Enter the amount of filler items and a general description.
10. Enter weight of filler items.
11. Total weight of 5, 7, and 9 for total weight on trailer.
12. Sign and date the Bill of Lading.
13. Enter the trailer seal # that is used to seal the trailer.
14. The driver will now place the pro number (sticker) on the Bill of Lading.

IMPORTANT REMINDERS

- OCC shipping charges are now on a per-trailer basis. Please fill each trailer to its maximum capacity.
- Please ship shoeboxes in 53-ft. vans or sets of pups whenever possible to create financial savings.
- Please complete a SEPARATE Bill of Lading for each trailer.
- Tape a trailer label (printed on bright pink paper) (**Appendix L: Trailer Label**) to a carton facing the trailer doors. This will allow the Processing Center to know where the trailer came from and how many shoebox gifts and cartons are on the trailer.
- Please send your final shoebox total to the regional office at the end of NCW.

The better your communication with the terminal manager, the better your service will be.

WRAPPING THINGS UP

What is in a Closure Packet?

Each Central Drop-off Location will be provided materials for the Closure Packet in the Collection Network Kit. Central Drop-off Team Leaders also have access to print the documents from MyOCC. You will receive your UPS shipping label to return the closure packets in the last shipment of trailer supplies.

Closure Packet Items you will return for NCW:

1. Completed Bills of Lading (BOL)
2. Central Drop-off Survey (will be sent via email after NCW)
3. Short-Term Volunteer Information Forms
4. Shoebox Drop-off Forms
5. Summary Sheet
6. Collection Network Summary Sheet
7. Drop-off Closure Packets (in bubble mailer)
 - a) Summary Sheet
 - b) Short-Term Volunteer Forms
 - c) Shoebox Drop-off Forms
8. Drop-off Form Totals

Tips on Completing Closure Packet Paperwork

- Black or blue ink pen should be used when filling out the forms. Please do not use pencil.
- Please remember your site's location code. Your location code is prefaced by either a D for Drop-off Locations or C for Central Drop-off Locations, then followed by your zip code. For example, if you are a Central Drop-off Location with a zip code of 12345, your location code is C12345.
- You are required to fill out a Collection Network Summary Sheet.
- Please list the current date for each form. The date for all forms are crucial when comparing for discrepancies so please make certain you record the date as soon as you start a new form.

Closure Packet Shipping and Handling Tips and Tricks

- Please do not send donations in the closure packet. All monetary donations should be placed in a filled shoebox and shipped along with your cartons. Do not send to the Regional Office.
- If you do not have any of the forms listed, they are available to download and print from MyOCC.
- Please do not tape forms to the envelope. All forms should be neatly encased in the closure packet and sorted accordingly.
- Please do not cut the forms. This creates multiple issues when collecting and scanning the forms.
- Forms will NOT be returned to you once received at the Regional Office. Please be sure to make copies of all documents, with the exception of the Individual Drop-off Forms, in the event your closure packet is lost in transit.
- Please fill out the closure packet label (yellow sticker on envelope) and check the items included.
- Please do not combine Drop-off Forms when received from Drop-off Locations, but keep separate in their original packets.
- The closure packet package should be postmarked and shipped by the deadline provided. Your Regional Office also has a deadline to return all paperwork to headquarters so please be aware of shipping time estimates.

Please send your shoebox totals to your Regional Office at the end of National Collection Week. We strongly encourage Central Drop-off Locations and Drop-off Locations to make copies of all paperwork except the Individual Drop-off Forms in the event that something gets misplaced or lost in transit.

SPIRITUAL IMPACT STORIES

We would love to hear stories of how lives were transformed during National Collection Week at your Drop-off Location. Please share these stories, pictures, or videos with your Regional Office and in your NCW Questionnaire. If you happen to meet someone who received a shoebox as a child during NCW, please also send this individual's name and contact information to your Regional Office.



APPENDIX

On the following pages you will find several documents to support you in your service as a Central Drop-off Team Leader. These documents have been mentioned throughout this handbook with the appropriate appendix letter indicated.

- **Appendix A:** Digital Drop-off Form
- **Appendix B:** Individual Drop-off Form
 - How to Fill Out an Individual Drop-off Form
- **Appendix C:** Church/Group Drop-off Form
 - How to Fill Out a Church/Group Drop-off Form
- **Appendix D:** Drop-off Form Totals
 - How to Fill Out a Drop-off Form Totals Sheet
- **Appendix E:** Summary Sheet
 - How to Fill Out a Summary Sheet
- **Appendix F:** Collection Network Summary
 - Filling Out a Collection Network Summary
- **Appendix G:** Operation Christmas Child Tally Sheet
- **Appendix H:** Operation Christmas Child Central Drop-off Profile & Agreement
- **Appendix I:** Short-Term Volunteer Information Form
 - Filling out a Short-Term Volunteer Info Form
- **Appendix J:** Bill of Lading (BOL)
 - Filling out a Bill of Lading
- **Appendix K:** Filler Items Label
- **Appendix L:** Trailer Label
- **Appendix M:** Area Team Organizational Chart
- **Appendix N:** NCW Transportation Chart
- **Appendix O:** Commonly Used Terms and Acronyms

Please access MyOCC for other additional resources. Some examples include:

- Electronic forms
- Printable documents
- How-to videos
- Custom signs



Prefer a Contactless Option?

Scan this QR code to fill out our
online drop-off form, OR visit
samaritanspurse.org/drop-off





Individuals Drop-off Form

LOCATION CODE: _____

DATE (MM/DD/YY): _____ / _____ / _____

IF YOU ARE DROPPING OFF SHOEBOX GIFTS ON BEHALF OF A CHURCH OR GROUP, PLEASE ASK FOR A CHURCH/GROUP FORM. / SI ESTAS ENTREGANDO CAJAS DE REGALOS A NOMBRE DE UNA IGLESIA O GRUPO, POR FAVOR SOLICITA UN FORMULARIO PARA IGLESIA O GRUPO.

BY FILLING OUT THIS FORM, I ACKNOWLEDGE I AM 18 YEARS OF AGE OR OLDER. / AL LLENAR ESTE FORMULARIO, ADMITO TENER POR LO MENOS 18 AÑOS DE EDAD.

NUMBER OF SHOEBOXES YOU ARE DROPPING OFF / CANTIDAD DE CAJAS DE REGALOS QUE ESTÁS ENTREGANDO: _____

NAME / NOMBRE:

FIRST NAME / NOMBRE

LAST NAME / APELLIDO

MAILING ADDRESS /

DIRECCIÓN DE CORREO: _____

CITY / CIUDAD:

STATE / ESTADO:

ZIP CODE / CÓD. POST.:

PHONE NUMBER / TELÉFONO:

EMAIL ADDRESS / CORREO ELECTRÓNICO:

BY GIVING US THIS INFORMATION, YOU ACKNOWLEDGE THAT YOU ARE ALLOWING US TO PROVIDE YOU WITH FURTHER COMMUNICATIONS ABOUT OUR MINISTRY, EVENTS, AND VOLUNTEER OPPORTUNITIES. / AL DARNOS ESTA INFORMACIÓN, ACEPTAS QUE PODEMOS ENVIARTE FUTURAS COMUNICACIONES SOBRE NUESTRO MINISTERIO, EVENTOS, Y OPORTUNIDADES DE VOLUNTARIADO.

IF YOU ARE DROPPING OFF SHOEBOX GIFTS ON BEHALF OF A CHURCH OR GROUP, PLEASE ASK FOR A CHURCH/GROUP FORM. / SI ESTAS ENTREGANDO CAJAS DE REGALOS A NOMBRE DE UNA IGLESIA O GRUPO, POR FAVOR SOLICITA UN FORMULARIO PARA IGLESIA O GRUPO.

BY FILLING OUT THIS FORM, I ACKNOWLEDGE I AM 18 YEARS OF AGE OR OLDER. / AL LLENAR ESTE FORMULARIO, ADMITO TENER POR LO MENOS 18 AÑOS DE EDAD.

NUMBER OF SHOEBOXES YOU ARE DROPPING OFF / CANTIDAD DE CAJAS DE REGALOS QUE ESTÁS ENTREGANDO: _____

NAME / NOMBRE:

FIRST NAME / NOMBRE

LAST NAME / APELLIDO

MAILING ADDRESS /

DIRECCIÓN DE CORREO: _____

CITY / CIUDAD:

STATE / ESTADO:

ZIP CODE / CÓD. POST.:

PHONE NUMBER / TELÉFONO:

EMAIL ADDRESS / CORREO ELECTRÓNICO:

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Church/Group Drop-off Form

LOCATION CODE: _____ DATE (MM/DD/YY): ____ / ____ / ____

BY FILLING OUT THIS FORM, I ACKNOWLEDGE I AM 18 YEARS OF AGE OR OLDER. / AL LLENAR ESTE FORMULARIO, ADMITO TENER POR LO MENOS 18 AÑOS DE EDAD.

NUMBER OF SHOEBOX GIFTS YOU ARE DROPPING OFF ON BEHALF OF A CHURCH OR GROUP /

CANTIDAD DE CAJAS DE REGALOS QUE ESTÁS ENTREGANDO A NOMBRE DE UNA IGLESIA O GRUPO: _____

CHURCH/GROUP NAME / NOMBRE DE LA IGLESIA O GRUPO: _____

CHURCH/GROUP MAILING ADDRESS / DIRECCIÓN DE CORREO DE LA IGLESIA O GRUPO: _____

CITY / CIUDAD: _____ STATE / ESTADO: _____ ZIP CODE / CÓD. POST.: _____

CHURCH/GROUP PHONE / TELÉFONO DE LA IGLESIA O GRUPO: _____

YOUR NAME / TU NOMBRE: _____

FIRST NAME / NOMBRE

LAST NAME / APELLIDO

YOUR PHONE NUMBER / TELÉFONO: _____

YOUR EMAIL ADDRESS / CORREO ELECTRÓNICO: _____

ARE YOU THE PROJECT LEADER OF YOUR CHURCH OR GROUP? / ¿ERES EL LÍDER DE PROYECTO DE TU IGLESIA O GRUPO? YES / SI NO / NO

BY GIVING US THIS INFORMATION, YOU ACKNOWLEDGE THAT YOU ARE ALLOWING US TO PROVIDE YOU WITH FURTHER

COMMUNICATIONS ABOUT OUR MINISTRY, EVENTS, AND VOLUNTEER OPPORTUNITIES. / AL DARNOS ESTA INFORMACIÓN, ACEPTAS QUE PODEMOS

ENVIARTE FUTURAS COMUNICACIONES SOBRE NUESTRO MINISTERIO, EVENTOS, Y OPORTUNIDADES DE VOLUNTARIADO.

BY FILLING OUT THIS FORM, I ACKNOWLEDGE I AM 18 YEARS OF AGE OR OLDER. / AL LLENAR ESTE FORMULARIO, ADMITO TENER POR LO MENOS 18 AÑOS DE EDAD.

NUMBER OF SHOEBOX GIFTS YOU ARE DROPPING OFF ON BEHALF OF A CHURCH OR GROUP /

CANTIDAD DE CAJAS DE REGALOS QUE ESTÁS ENTREGANDO A NOMBRE DE UNA IGLESIA O GRUPO: _____

CHURCH/GROUP NAME / NOMBRE DE LA IGLESIA O GRUPO: _____

CHURCH/GROUP MAILING ADDRESS / DIRECCIÓN DE CORREO DE LA IGLESIA O GRUPO: _____

CITY / CIUDAD: _____ STATE / ESTADO: _____ ZIP CODE / CÓD. POST.: _____

CHURCH/GROUP PHONE / TELÉFONO DE LA IGLESIA O GRUPO: _____

YOUR NAME / TU NOMBRE: _____

FIRST NAME / NOMBRE

LAST NAME / APELLIDO

YOUR PHONE NUMBER / TELÉFONO: _____

YOUR EMAIL ADDRESS / CORREO ELECTRÓNICO: _____

ARE YOU THE PROJECT LEADER FOR YOUR CHURCH OR GROUP? / ¿ERES EL LÍDER DE PROYECTO DE TU IGLESIA O GRUPO? YES / SI NO / NO

BY GIVING US THIS INFORMATION, YOU ACKNOWLEDGE THAT YOU ARE ALLOWING US TO PROVIDE YOU WITH FURTHER

COMMUNICATIONS ABOUT OUR MINISTRY, EVENTS, AND VOLUNTEER OPPORTUNITIES. / AL DARNOS ESTA INFORMACIÓN, ACEPTAS QUE PODEMOS

ENVIARTE FUTURAS COMUNICACIONES SOBRE NUESTRO MINISTERIO, EVENTOS, Y OPORTUNIDADES DE VOLUNTARIADO.

08-09-57



Church/Group Drop-off Form

LOCATION CODE: C 1 2 3 4 5 DATE (MM/DD/YY): 1 1 / 1 5 / 2 1

BY FILLING OUT THIS FORM, I ACKNOWLEDGE I AM 18 YEARS OF AGE OR OLDER. / AL LLENAR ESTE FORMULARIO, ADMITO TENER POR LO MENOS 18 AÑOS DE EDAD.

NUMBER OF SHOEBOX GIFTS YOU ARE DROPPING OFF ON BEHALF OF A CHURCH OR GROUP /
CANTIDAD DE CAJAS DE REGALOS QUE ESTÁS ENTREGANDO A NOMBRE DE UNA IGLESIA O GRUPO: 5 5

CHURCH/GROUP NAME / NOMBRE DE LA IGLESIA O GRUPO:

F I R S T B A P T I S T C H U R C H

CHURCH/GROUP MAILING ADDRESS / DIRECCIÓN DE CORREO DE LA IGLESIA O GRUPO:

1 2 3 B E S T S T

CITY / CIUDAD: B O O N E STATE / ESTADO: _____ ZIP CODE / CÓD. POST.: 2 8 6 0 7

CHURCH/GROUP PHONE / TELÉFONO DE LA IGLESIA O GRUPO: 1 2 3 _____

YOUR NAME / TU NOMBRE: J A N E D O E

FIRST NAME / NOMBRE

LAST NAME / APELLIDO

YOUR PHONE NUMBER / TELÉFONO: 4 5 6 4 5 6 _____

YOUR EMAIL ADDRESS / CORREO ELECTRÓNICO:

S H O E B O X @ N O E M A I L . C O M

ARE YOU THE PROJECT LEADER OF YOUR CHURCH OR GROUP? / ¿ERES EL LÍDER DE PROYECTO DE TU IGLESIA O GRUPO? YES / SI NO / NO

BY GIVING US THIS INFORMATION, YOU ACKNOWLEDGE THAT YOU ARE ALLOWING US TO PROVIDE YOU WITH FURTHER COMMUNICATIONS ABOUT OUR MINISTRY, EVENTS, AND VOLUNTEER OPPORTUNITIES. / AL DARNOS ESTA INFORMACIÓN, ACEPTAS QUE PODEMOS ENVIARTE FUTURAS COMUNICACIONES SOBRE NUESTRO MINISTERIO, EVENTOS, Y OPORTUNIDADES DE VOLUNTARIADO.

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NUMBER OF SHOEBOX GIFTS YOU ARE DROPPING OFF ON BEHALF OF A CHURCH OR GROUP /
CANTIDAD DE CAJAS DE REGALOS QUE ESTÁS ENTREGANDO A NOMBRE DE UNA IGLESIA O GRUPO: _____

CHURCH/GROUP NAME / NOMBRE DE LA IGLESIA O GRUPO:

CHURCH/GROUP MAILING ADDRESS / DIRECCIÓN DE CORREO DE LA IGLESIA O GRUPO:

CITY / CIUDAD: _____ STATE / ESTADO: _____ ZIP CODE / CÓD. POST.: _____

CHURCH/GROUP PHONE / TELÉFONO DE LA IGLESIA O GRUPO: _____

YOUR NAME / TU NOMBRE: _____

FIRST NAME / NOMBRE

LAST NAME / APELLIDO

YOUR PHONE NUMBER / TELÉFONO: _____

YOUR EMAIL ADDRESS / CORREO ELECTRÓNICO:

ARE YOU THE PROJECT LEADER FOR YOUR CHURCH OR GROUP? / ¿ERES EL LÍDER DE PROYECTO DE TU IGLESIA O GRUPO? YES / SI NO / NO

BY GIVING US THIS INFORMATION, YOU ACKNOWLEDGE THAT YOU ARE ALLOWING US TO PROVIDE YOU WITH FURTHER COMMUNICATIONS ABOUT OUR MINISTRY, EVENTS, AND VOLUNTEER OPPORTUNITIES. / AL DARNOS ESTA INFORMACIÓN, ACEPTAS QUE PODEMOS ENVIARTE FUTURAS COMUNICACIONES SOBRE NUESTRO MINISTERIO, EVENTOS, Y OPORTUNIDADES DE VOLUNTARIADO.

08-09-57



DROP-OFF FORM TOTALS

Monday, November 15th

Location Name, City and State: _____

Enter the number of **shoebox gifts each donor dropped off** in in the spaces below. Total the numbers in each column, and add the numbers in the **TOTALS** column to produce a grand daily total.

Donor	# of Shoeboxes	Notes
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		

Total _____

Donor	# of Shoeboxes	Notes
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		
32		
33		
34		
35		
36		
37		
38		
39		
40		

Total _____

Grand Total of Shoeboxes: _____



DROP-OFF FORM TOTALS

Monday, November 15th

Location Name, City and State: First Baptist Church, Charlotte, NC

Enter the number of **shoebox gifts each donor dropped off** in in the spaces below. Total the numbers in each column, and add the numbers in the **TOTALS** column to produce a grand daily total.

Donor	# of Shoeboxes	Notes
1	200	FBC
2	3	Mara
3	18	ack
4	75	PC
5	20	AHG
6	4	Blue SUV
7	9	Andre
8	22	Cate
9	2	?
10	34	Sonrise
11	10	Daycare
12	52	Maria
13	1	John
14	17	Malisa
15	5	Red Chevy
16	1	Rebecca
17	10	MOPS
18	4	Isaiah
19	3	Paula
20	1	Lyndon

Total 491

Add the shoeboxes entered in each column.

Donor	# of Shoeboxes	Notes
21	200	Fellowship
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		
32		
33		
34		
35		
36		
37		
38		
39		
40		

Total 200

OPTIONAL: It may also be helpful to enter something to help you remember each donor so that you don't duplicate entries.

Grand Total of Shoeboxes: 691

Add the shoebox totals in the Total rows for the Grand Total.

Summary Sheet

Location Code:

--	--	--	--	--	--

Year:

--	--	--	--

D(for DOs) or C (for CDOs) and the zip code of the location

Location:

Site

City

State

Day	Date	Total Daily Shoeboxes
Monday	11-15	
Tuesday	11-16	
Wednesday	11-17	
Thursday	11-18	
Friday	11-19	
Saturday	11-20	
Sunday	11-21	
Monday	11-22	
Grand Total		

Total Number of Volunteers: _____

Total OCC Cartons used: _____

Total Volunteer Hours: _____

Other Cartons used: _____

**Total Unused OCC Cartons
being returned:** _____

How to Fill out a Summary Sheet

Summary Sheet

Fill in your location's information, your location code, and the current year.

Location Code: | | | | |

Year: | | |

Location: First Baptist Church Boone NC
Site City State

Day	Date	Total Daily Shoeboxes
Monday	<input type="text" value="11-15"/>	73
Tuesday	<input type="text" value="11-16"/>	65
Wednesday	<input type="text" value="11-17"/>	117
Thursday	<input type="text" value="11-18"/>	89
Friday	<input type="text" value="11-19"/>	95
Saturday	<input type="text" value="11-20"/>	251
Sunday	<input type="text" value="11-21"/>	273
Monday	<input type="text" value="11-22"/>	103
Grand Total		1,066

Record your location's daily shoebox totals. If you are a Central Drop-off, this **does not** include the Drop-offs that feed into your location. Drop-offs need to fill out a separate Summary Sheet.

Add the daily totals above for the Grand Total.

Total Number of Volunteers: Total OCC Cartons used:

Total Volunteer Hours: Other Cartons used:

Total OCC Cartons returned:

Record the volunteer and carton information above regarding your specific location only.

Collection Network Summary

CDO Location Code:

Year:

Central Drop-off Name	City and State	Total Shoeboxes
Drop-off Name <small>(Drop-offs that feed into your Central Drop-off)</small>	City and State	Total Shoeboxes
Collection Network Grand Total (add CDO and DO Totals):		
BOL Grand Total (Total of all trailer totals)		
Discrepancy (Only use if BOL and Summary Sheet total do not match):		

If a discrepancy was noted please state the reason for the difference between the Collection Network and the BOL totals:

OPERATION CHRISTMAS CHILD TALLY SHEET

Central Drop-off _____
Date _____

Enter the number of shoebox gifts in each carton in the spaces below. Total the numbers in each row and add the numbers in the **TOTALS** column to produce a grand total.

										Totals
1	2	3	4	5	6	7	8	9	10	
11	12	13	14	15	16	17	18	19	20	
21	22	23	24	25	26	27	28	29	30	
31	32	33	34	35	36	37	38	39	40	
41	42	43	44	45	46	47	48	49	50	
51	52	53	54	55	56	57	58	59	60	
61	62	63	64	65	66	67	68	69	70	
71	72	73	74	75	76	77	78	79	80	
81	82	83	84	85	86	87	88	89	90	
91	92	93	94	95	96	97	98	99	100	

Total Shoeboxes _____

2021 Operation Christmas Child Central Drop-off Profile & Agreement of Understanding



Central Drop-off Information

Location Name

Location Address

City

State Zip

Location Phone

This should be the number of the physical drop-off location.

Pastor's Title

Pastor's Name

Pastor's Email

Team Leader Information

Team Leader

Home Address

City State Zip

Email

Primary Phone

Phone Type (Please Circle): Home Cell Work Other

National Collection Week Phone:

Please enter the number that may be shared with the public

I confirm that this location's pastor and leadership understand the church's role as outlined in the guidelines.

Carton and Kit Shipments

Please indicate the address where you would like to receive your Shipping Cartons and Kit Materials.

Central Drop-off

Home

Other Address

Materials cannot be shipped to a PO Box.

Delivery Phone

This number will be provided to the transportation carriers who deliver your materials. Please provide the number where you can most easily be reached.

National Collection Week Hours

We recommend you set a variety of daytime and evening hours for the convenience of our donors. Official OCC Drop-offs are required to be open at least two hours per day.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

I have read, understand and agree with the Central Drop-off Guidelines.

Please print name (Team Leader)

Signature (Team Leader)

Date

FOR OFFICE USE ONLY:

Filling Out a Short-Term Volunteer Information Form



Short-term Volunteer Information Form

Location Code:

Required from Volunteer:

- Name
- Hours Volunteered

The Location Code is the location where the person is volunteering. Please use D (for Drop-off Locations) or C (for Central Drop-off Locations) and the zip code of the location.

Title: Mr. Mrs. Miss Dr. Rev.

Gender: M F **Age Category:** 13-17 18+

First Name:

J O H N

Last Name:

D O E

Your Address:

1 2 3 P E A C E F U L L N

City:

C H A R L O T T E

State:

N C

Zip:

2 8 2 1 7

Home Phone:

5 5 5 1 2 3 4 5 6 7

Email Address:

J D O E @ N O E M A I L . C O M

Local volunteer teams serve throughout the year to promote Operation Christmas Child in their communities. Are you interested in learning more about these opportunities to serve?

Yes No

Name of church or group you are representing: (if any)

F I R S T B A P T I S T C H U R C H

Number of hours you will be volunteering this week:

MON	TUES	WED	THURS	FRI	SAT	SUN	MON	TOTAL
1	0	2	3	3	2	2	0	13

Volunteers 18 years of age and older: By providing your information to Samaritan's Purse, you are allowing us to provide you with further communications about our ministry, events, and more.

Provide the total number of hours volunteered in the 'total' box.

When filling out forms, do not use pencil. Please use black or blue ink only.



BILL OF LADING

Place Pro Label Here

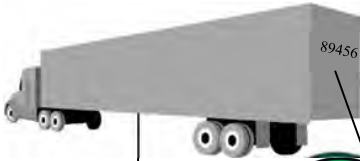
Carrier:	Trailer Number:		
SHIP FROM:			
Address:			
City:	State:	Zip Code:	

SHIP TO:		
Address:		
Destination City:	State:	Zip Code:
Phone Number:		

BILL TO:		
Samaritan's Purse		
Address:		
801 Bamboo Road		
Phone:		
828-262-1980		
City:	State:	Zip Code:
Boone	NC	28607

Seal Number:
PRO Number:
Special Instructions:

Shipping Units	Packaging Type	Description	NMFC No.	Class	Weight
	Shoeboxes	TOYS OR GAMES (Weight = # of Shoeboxes x 3.2 lbs)	84260-9	70	
	Filled Cartons				
	Unused Flat Cartons	CORRUGATED BOXES (Weight = # of unused cartons x 3 lbs)	029250		
	GIK Cartons	GIFTS-IN-KIND FILLER ITEMS (Weight = estimated weight of filler items)	84260-9	70	
			Total Weight:		
<p>I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name and are classified, packaged, marked and labeled/placarded and are in all respects in proper condition to transport according to applicable international and national governmental regulations.</p>					
Shipper Name :		Carrier:	Date:		
Shipper Signature :		Driver Signature:			



Filling out a Bill of Lading (BOL):



BILL OF LADING

Place Pro Label Here

Label Sticker
Trucking
Company gives you

Drop-off
Address

Carrier: ABF	Trailer Number: 89456
SHIP FROM: First Baptist Church	
Address: 123 Peaceful Rd.	
City: Boone	State: NC Zip Code: 28607

SHIP TO: Operation Christmas Child	
Address: 801 Bamboo Rd.	
Destination City: Boone	Phone Number: 828-278-1980



BILL TO: Samaritan's Purse		
Address: 801 Bamboo Road		
Phone: 828-262-1980		
City: Boone	State: NC	Zip Code: 28607

Seal Number: 02008	PRO Number: 133597105
Special Instructions:	

Seal number or Strip seal #
for divider (partial)



Shoobox count

of filled shoe
box cartons

of empty
cartons
returning

of filler items
cartons

Shipping Units	Packaging Type	Description	NMFC No.	Class	Weight
5373	Shooboxes	TOYS OR GAMES (Weight = # of Shooboxes x 3.2 lbs)	84260-9	70	17,194
350	Filled Cartons				
0	Unused Flat Cartons	CORRUGATED BOXES (Weight = # of unused cartons x 3 lbs)	029250		0
2	GIK Cartons	GIFTS-IN-KIND FILLER ITEMS (Weight = estimated weight of filler items)	84260-9	70	30
Total Weight: 17,224					

of shooboxes
multiplied by 3.2

of empty
cartons
multiplied by 3

Estimated
weight of filler
items

Add the three
boxes above for
a total weight

Sign and date

I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name and are classified, packaged, marked and labeled/placarded and are in all respects in proper condition to transport according to applicable international and national governmental regulations.

Shipper Name : Jane Doe	Carrier: ABF	Date: 11/22/2021
Shipper Signature : <i>Jane Doe</i>	Driver Signature: <i>John Smith</i>	

REMINDER: The combined total shoobox lines from the BOLs should match the Grand Total on the Collection Network Summary Sheet.

Filler Items

Anonymous Gifts-in-Kind (GIK) Donation Carton Label

Please place this label on the front of all GIK Cartons

Location Code: _____

Date GIK Received: _____

Carton # _____ **Of** _____

Please print this form on pink paper, if possible.

Trailer Label

Trailer Number: _____

Central Drop-Off City: _____ State: _____

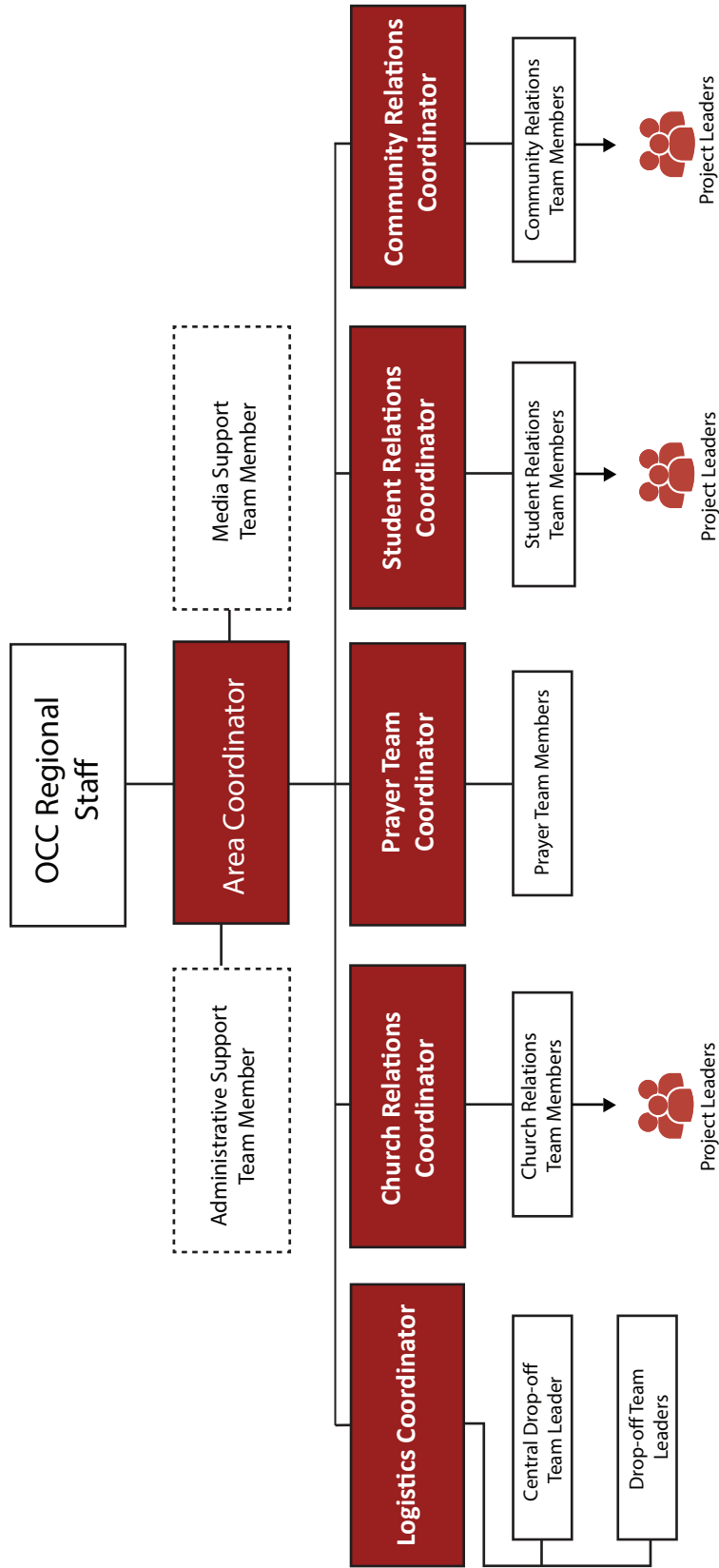
Number of Shoeboxes on this trailer: _____

Number of Cartons filled with Shoeboxes on this trailer: _____

Please place this form on one of the last cartons loaded onto the trailer facing the door. This allows the Processing Center to identify where the shipment is from and what it contains and should be the first thing they see when they open the trailer door.



OCC Area Team Organizational Chart





HOW TO USE CHART

This chart gives you an idea of the maximum number of OCC cartons and shoeboxes you can confidently and safely transport with different sized vehicles, trucks, and trailers.

When determining the capacity of a vehicle not on this list, consider: on average you can fit 3 shoeboxes per cubic foot (cft), or 1 carton per 5 cft.

In some cases the total volume of a vehicle may allow for a higher number of cartons than lawfully permitted by their weight. In those cases the carton capacity has been adjusted down.

NOTES

* Denotes an approximate value, carton capacities figured at 15 shoeboxes per carton avg.

** Carton volume capacity exceeds the maximum weight capacity. Load only the maximum number of cartons the weight allows.

*** Based on floor loading the cartons.

Carton Dimensions
22" X 18.56" X 17.75"

Average Carton Capacity
15 Shoeboxes

Average Carton Weight
55 lbs

Average Shoebox Weight
3.2 lbs

Vehicle Type	Dimensions	Volume	Inner Dimensions	Door Opening	Shoebox Capacity*	Carton Capacity	Maximum Weight
CAR (Midsize car)		Varies	Varies	Varies	2-4 (trunk and backseat)	Varies	Varies
SUV (Large SUV)		Varies	Varies	Varies	6-9 (including passenger area)	Varies	Varies
PICKUP		75.5 cft.	81.5" x 51" x 18"	Varies	9-18 (1 layer, 2 layers with tie downs)	Varies	Varies
PASSENGER VAN (15 Passenger)		214 cft.	92" x 57.5" x 45"	46" x 41"	640	30 (approx.)	Varies
8' TRAILER		142 cft.	81" x 41" x 4"	31" x 3.5"	400	12 (approx.)	Varies
10' TRAILER		230 cft.	910" x 49" x 47"	39" x 40"	450	30 (approx.)	Varies
10' BOX TRUCK		387 cft.	911" x 64" x 62"	511" x 57"	885 (98% of capacity due to weight limitations)	60**	2,850 lbs.
17' BOX TRUCK		865 cft.	169" x 78" x 72"	27"	1,920 (86% of capacity due to weight limitations)	148**	6,160 lbs.
26' BOX TRUCK		1,611 cft.	265" x 78" x 83"	3' x 78" x 31"	2,805 (73% of capacity due to weight limitations)	256**	9,010 lbs.
28' TRACTOR TRAILER		2,029 cft.	273" x 84" x 811"	Varies	5,250 +/-	350	24,000 lbs.
48' TRACTOR TRAILER		3,566 cft.	473" x 83" x 91.5"	Varies	8,700 +/-	580	40,000 lbs.
53' TRACTOR TRAILER		4,050 cft.	52' x 83" x 9'2"	Varies	10,125 +/-	675	40,000 lbs.
UPACK/RELOCUBE		336 cft.*	6' x 7' x 8'	Varies	615 (68% of capacity due to weight limitations)	60**	2,000 lbs.
12' & 16' PODS		7,681/1024 cft.	8' x 8' x 12' or 16'	Varies	1,080 (48% of capacity due to weight limitations) or 1,560 (52% of capacity due to weight limitations)	60**	3,500 lbs. or 5000 lbs.

COMMONLY USED TERMS AND ACRONYMS

Connect Conference: These conferences are held each spring to provide enrichment, encouragement, and inspiration to our Connect Volunteers.

Connect Volunteer: These selected and equipped volunteers serve on Area Teams in year-round roles to share Operation Christmas Child with churches, community groups, Prayer Network Partners, media outlets, and to collect and transport packed shoeboxes.

MyOCC: An interactive website for Connect Volunteers which features downloadable resources, the latest updates, and opportunities to connect with OCC staff and other Connect Volunteers.

<https://myocc.samaritanspurse.org>

OCC Promotional Kit: This kit is usually mailed in September and contains OCC information, videos, and promotional supplies.

Project Leader: This person leads the charge for Operation Christmas Child within their church or community group.

Project Leader Workshop: These events are held by Area Teams to encourage Project Leaders and shoebox donors in their ministry, generally during August and September.

ACRONYMS

AC: Area Coordinator

AT: Area Team

BASBO: Build a Shoebox Online

MC: Ministry Coordinator

NCW: National Collection Week

NLT: National Leadership Team

OCC: Operation Christmas Child

PC: Processing Center

PNP: Prayer Network Partner

RAC: Regional Area Coordinator

RAS: Regional Area Strategist

RO: Regional Office

RPoC: Regional Point of Contact

SP: Samaritan's Purse

TGJ: The Greatest Journey (follow-up discipleship program for shoebox recipients)