

SeniorNet Account Manager: TechSoup Stock

SeniorNet Headquarters and TechSoup are expanding their collaboration! We hope that many SeniorNet Learning Centers can benefit from TechSoup Stock, in addition to the wealth of information, resources and community available on www.techsoup.org. TechSoup Stock will now provide SeniorNet Learning Centers with direct access to a TechSoup Stock Account Manager who will help expedite your TechSoup Stock order processing, assist with registration at TechSoup Stock and ensure that your organization is maximizing the benefits of TechSoup's various services. To contact SeniorNet Headquarters about this or if you have questions, please email members@hq.seniornet.org.

About TechSoup Stock

TechSoup Stock (www.techsoup.org/stock) distributes donated and discounted technology products to nonprofits from companies such as Cisco, Adobe, Intuit and Symantec. In addition, TechSoup Stock is the exclusive distributor of donated Microsoft products. TechSoup Stock provides products at the lowest possible cost, thanks to generous contributions from technology companies. Our fees typically compare to 4%-20% of retail prices.

About TechSoup.org

TechSoup.org (www.techsoup.org) is the technology web site for nonprofits. Each month, the site receives over 400,000 visits from nonprofit professionals looking for technology products, know-how and solutions to help them achieve their missions.

About Account Management Services

SeniorNet Learning Centers now have **direct** access to a TechSoup Stock Account Manager who will help expedite your TechSoup Stock order processing, assist with registration at TechSoup Stock and ensure your organization is maximizing the benefits of TechSoup's various services. We look forward to working with you!

What kind of help does the Account Manager provide?

The Account Manager can assist with registration, navigating the web site, order processing, rules and eligibility clarification. Technical assistance and product recommendation are not services provided. We encourage each SeniorNet representative to understand what products are needed before accessing Account Management for help with requesting a donation.

Who is my Account Manager?

SeniorNet's dedicated account manager is Ricci Powers. Here is Ricci's contact information.

Name: Ricci Powers

Phone: (415) 633-9341

Email: rpowers@techsoup.org

Fax: (415) 633-9400

How do I place a donation request?

You can call Ricci to place a donation request, TechSoup Stock's customer service line at (800) 659-3579 x-700 or, if it is more convenient, on-line at www.techsoup.org/stock.

Where do I send faxes?

Please submit all faxes to the attention of Ricci Powers and please **follow-up by email or leave a voicemail when doing so**.

How do I access the Account Manager service?

Please contact Ricci Powers at the contact information listed above. In the title of any email to Ricci, please include your **Learning Center name** (i.e. SeniorNet Greensboro).

If this is your first time using TechSoup or TechSoup Stock, please be prepared to represent your Learning Center by having your EIN number (federal tax ID number), the front page of your 501c3 document at hand. If you do not have an EIN or do not have 501c3 tax exempt status, please contact SeniorNet Headquarters to obtain a copy of theirs. Also have a basic understanding of the TechSoup Stock donation program found on the TechSoup Stock web site.

Please begin by reviewing the TechSoup web site and the “**Getting Started**” page (<http://www.techsoup.org/stock/gettingstarted>). Information on the following topics will help you and Ricci expedite your donation request as quickly and accurately as possible:

- TechSoup Stock at a Glance
- Eligibility to Participate
- Registering Your Organization
- First-Time Order Fax Verification
- Placing an Order
- Check the Status of Your Order
- Overview of Registration Process
- Other Frequently Asked Questions

And be sure to take a look at the current list of donation programs potentially available to you in our **Browse by Partner** section, where you will find links to the philanthropy program pages for all of our 35 partners and their offerings.

What should I have ready to provide during a call?

Please be ready with your EIN number, your organization name as it was entered into the TechSoup system and anything else pertinent to the kind of help you need: order number, shipping information, passwords, etc.

What kind of availability can I expect from the Account Manager?

The Account Manager may not always be available to immediately accept your call or answer your email, but will always respond within 24 hours of your initial request for help. Often times, this may be a call to set up time for a scheduled interaction depending on your request. Please do leave a full message via email or phone, always including your EIN number, organization name, phone number and a good time to reach you.

When is the Account Manager available?

Monday through Friday, 9:00AM to 5:00PM Pacific Standard Time.

What is the timeframe for registration and qualification? Registering yourself and your Learning Center with TechSoup will take up to 30 minutes. The Account Manager can verify eligibility of your center and qualify you for donation requests within a week.