



ORDERING GUIDELINES

[A GUIDE TO OPTIMALLY USING KIDVANTAGE RESOURCES FOR PROGRAM RECIPIENTS]

KIDVANTAGE

Updated: March 2023



A Message from KidVantage's Executive Director

Thank you for partnering with KidVantage!

Since its founding over thirty years ago, we've had one goal – to make sure that kids in our community have what they need to thrive! This mission is at the heart of all the work we do.

It is no surprise that an undertaking this huge means that we take a community-up approach. It begins with the donation of goods and funds from the community and continues with our huge volunteer network. We can't forget the contributions of our staff. At the top of this amazing effort are our provider partners in the community. You! And you make all the difference!

When we were founded, we wanted to build an organizational structure that was efficient and cost-effective while also answering the immediate needs of children and their families. What better way to do that than to work closely with the professionals who were already working with the families we wanted to reach the most? We felt that not only would this get essential goods into the hands of families quicker and with less hassle for them, but it could also enhance the work of our partners.

Since that initial commitment was made, working with families through our partners, hundreds of other diaper and basic need banks have been founded across the country using this model. Research, as well as on-the-ground experience, has shown us that it truly works.

We want to thank you deeply for being part of our partnership of ensuring that kids get what they need to thrive. By supplying dry diapers, a safe car seat, shoes that fit, hygiene supplies to stay clean and healthy, or toys and art supplies, KidVantage is proud to work with you to make sure that kids have their basic, concrete needs met.

We are so proud of the difference you make, and that we make together every day.

Jack Edgerton
Executive Director
KidVantage

Contents

A MESSAGE FROM KIDVANTAGE’S EXECUTIVE DIRECTOR.....1

WHO WE SERVE 3

 Beneficiaries and Service Areas.....3

 Duplication of Services.....3

ACCESSING KIDVANTAGE ASSISTANCE FOR PROGRAM RECIPIENTS..... 4

KIDVANTAGE ASSISTANCE FORM 5

ORDERS..... 7

 Emergency Orders8

 Product Availability9

 Ordering for unborn babies10

SCHEDULING ORDER PICKUP12

SUGGESTED GUIDELINES FOR ORDERING PRODUCTS12

 Ordering Guidelines for Children.....13

 KidVantage Signature Child Products.....15

 Products Available for Moms16

 KidVantage Signature Mom Product.....16

 Products with Special Requests17

FREQUENTLY ASKED QUESTIONS18

 FAQs about placing, editing or deleting an order18

 FAQs about Clothing Bundles!.....20

 FAQs about duplicate household or recipients22

 FAQs about ordering products for expectant or new moms24

Who We Serve

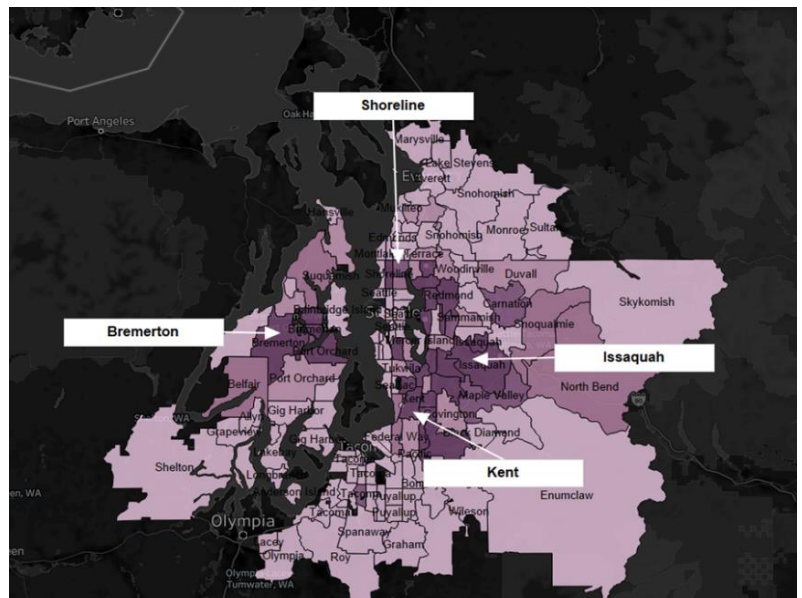
Beneficiaries and Service Areas

KidVantage helps children, from birth through 12 years old, have the concrete goods they need to grow, play, learn, and thrive. We do this by providing essential care, safety, and health goods for children who are experiencing homelessness, poverty, or family disruptions. KidVantage also provides goods for expectant and postpartum mothers with maternity wear, personal care goods, and mother-infant support items.

At our **Issaquah** and **Shoreline** hubs we provide children's clothing up to size 14. Our **Bremerton** hub provides products for children through age 5 (children's clothing size 7). Currently our **Kent** hub is just a distribution location used only for provider pickup as we establish ourselves within South King County to partner with more agencies and to serve more kids! The orders distributed out of our Kent hub are filled in Issaquah.

All of our hubs provide products for expectant and postpartum moms.

KidVantage services are accessible to families across more than 250 locations across the central Puget Sound area. Our partnering agencies are spread across King (South, East, North), Snohomish, Mason, Kitsap, Clallam and Pierce counties.



Duplication of Services

In order to maximize our available resources and to serve the most children, **providers must ensure that their program clients are only receiving KidVantage assistance through one access point.**

Please do this by confirming with the caregiver that your organization is the families only source for getting children's items. Often a family won't know that the diapers they are getting from another organization is coming from KidVantage. Please have a discussion with them about other concrete

goods they are receiving, because most likely it's coming from KidVantage.

If the caregiver is receiving KidVantage assistance through another program/agency, please check in with the caregiver on their preference of who they will receive KidVantage services through going forward.

Did you know WIC Provides 9 cans of Formula a month?

*KidVantage encourages providers to assist their clients in maximizing access to community programs, **such as WIC.***

WIC is a program for pregnant women, new moms and kids under 5 which provides food and nutrition for the whole family! Many working families qualify (annual income under \$44,863 for family of 4).

KidVantage ultimately promotes self-sufficiency and independence for families.

*Call **1-800-322-2588** for more information about WIC.*

Accessing KidVantage Assistance for Program Recipients

In order to place orders for your families, you must have your own ordering system login credentials. Your login credentials are provided after you've participated in the Provider Onboarding Training. Once you have an account established, you can place orders every week for the program recipients based on their needs. For changes access point or to add additional access points, the program supervisor needs to connect with the Partner Services Coordinator.

KidVantage Assistance Form

The KidVantage Assistance Form captures both the demographic and anthropometric information required when creating an account for a family.

This form can be found under the Help tab, on the navigational bar, within the Ordering System. The form is currently available in both English and Spanish and is accessible as a printable or editable pdf.

The **Assistance Form has three different sections:**

Section I - Household information

Section II - Recipient information

Section III - Recurring Recipient information

Section I and Section II of the Assistance Form are to be filled out when enrolling a family for the **first time** within the KidVantage Ordering System. **Section III**, is meant for a **recurring** order for recipients for those who already exist within the system.

Section I- Household information

This section captures all the information required to create the Household (caregiver) within the Ordering System. It is normally identified by the caregiver's last name in the ordering system. All the fields are mandatory and pertain to the caregiver.

Section II- Recipient information

This section captures the information required to create the recipient record within the Ordering System. The recipient is the person who will be receiving the items. This section includes the most critical sizing information (weight, height, clothing size, shoe size), which are tied to ordering specific products, like car seats or cribs.

Section III- Recurring Recipient information

This section captures the information for recipients who are currently enrolled with your site. This section can help the provider ensure that the sizing is updated on a regular basis.

There are multiple ways to get the information filled out for the Assistance Form.

1. A provider can send an editable pdf copy of the Assistance Form to the caregiver who is requesting resources through KidVantage.

2. A provider can share a hard copy of the Assistance Form for the caregiver to fill out and return to them.
3. A provider can choose to fill out the information part of the Assistance Form directly into the ordering system during the visit.

If a provider is replacing a previous employee who had access to the Ordering, it is critical to verify the list of existing households and recipients before creating a new account to avoid duplicating records within the same account. Read more on this in FAQs on [how to avoid creating duplicate records](#) at the end of the document.

Orders

Depending on the urgency of the needs of the clients, KidVantage provides the option of placing either a STANDARD or an EMERGENCY order. The type of order chosen depends on the situation of the program recipient.

Please note that a **standard order**, will remain editable with the status “open” until Thursday at 3:00 pm. During this time, you can add to the order, remove products or delete the order. On Thursday at 3:00 pm, all the “open” orders will switch to “locked”, and providers can no longer edit those orders and they are already getting processed for pick up the following Thursday. [You can learn more about this in the FAQs](#) at the end of the document.

Standard Orders	Emergency Orders
Placed for families who are NOT facing an immediate crisis situation.	Meant for families facing a CRISIS situation. Examples include fleeing domestic violence, fire or flood, sudden loss of a job. This is not to be used for the provider missing the order deadline.
NO need for an authorization code.	Provider MUST email corib@kidvantenw.org , to get an authorization code. We also require providers to share a brief story or a circumstance as a reason for placing an emergency order.
Providers can order for ANY ITEM from the list of more than 200 products. However, there is a cap on the quantity and frequency of ordering some of the products. Please follow the suggested guidelines below while ordering products.	Ordering is restricted to only 8 products. Car seats, bedding, diapers, formula, clothing, Pack ‘N Play’s, wipes and baby food

Standard Orders	Emergency Orders
Orders must be placed before 3:00 PM on any given Thursday.	Orders must be received by 10:00 AM on any given Wednesday.
These orders will be ready for pick up FOLLOWING THURSDAY from their respective Hub.	These orders will be ready for pickup on the SAME WEEK THURSDAY from the respective Hub.

Emergency Orders

Emergency orders are available for families in crisis. Please contact the System Administrator (corib@kidvantagenw.org) to get an authorization code. All orders must be placed into the system by Wednesday at 10:00am for processing.

Please note that the following items are the only items available for emergency orders:

- Clothing Bundles & Layettes
- Baby Food
- Bedding
- Formula
- Car Seats
- Pack 'N Plays
- Diapers
- Wipes

Follow suggested guidelines for ordering above products.

Steps to place an emergency order:

1. Start an order for the recipient
2. Before you add anything to your cart click the orange Emergency Order button
3. Enter the provided authorization code into the box and click Validate
4. Confirm the pick-up date changes from the next available pick-up date to that coming Thursday date.
5. Place orders as normal, don't forget to hit Save!
6. Email the order number for the emergency order to corib@kidvantagenw.org to confirm the order has been placed.

Product Availability

More than 70% of the products KidVantage distributes come directly from the the community. The remaining 30% is purchased by KidVantage to make sure kids have ALL the essentials (e.g. diapers, wipes, formula/baby food, Pack 'N Play's, hygiene and car seats). Products from KidVantage, should act as a supplement for the child's needs.

Since a majority of products are donated, they will be checked for quality, cleanliness, and safety before they are made available for program clients. On occasion, an item may be unavailable, here's how a product could be marked within the Ordering System after provider pickup.

- Delivered – The requested item was picked up.
- OOS (Out of Stock) – The item was unavailable. All the products that are marked OOS should be re-ordered until the item is received.
- NAS (Not Available Specific Request) – We were unable to fulfill the order based on the client's specific request. For example, they only wanted Huggies diapers and we do not have Huggies in that size available.
- Cancelled – The provider informed us the family no longer needs the product, or KidVantage cancelled it because it's not an item we distribute, the child is outside of the age/height/weight/clothing range.

KidVantage does not automatically reorder unavailable products ordered by a provider.

Ordering for unborn babies

KidVantage gives the ability to order products for unborn babies from the start of the last trimester of the mom's pregnancy. To order for an unborn baby, you must first create a recipient account for him/her.

You can use this guide when creating a recipient account for an unborn baby. The weight and height **MUST** be updated after the baby is born with the correct measurements.

How to create an account for an unborn baby		
Field	Notes	Unborn Infants*
First Name	Enter the recipient's first name or unique identifier.	"Baby" if unknown
Last Name	Enter the recipient's last name or unique identifier.	
Height	Enter height in inches using numbers only.	"19"
Weight	Enter weight in pounds using numbers only.	"7"
Clothing Size	Select the recipient's general clothing size. All clothing sizes are children's unless marked "MAT" for maternity.	0-3 months
Shoe Size	Shoe sizes are 0-13 <u>C</u> hild, 1-7 <u>Y</u> outh, or 8-12 <u>A</u> ddult. Example: 3Y means size 3 Youth. Half sizes may be indicated in the comment field when ordering shoes. See Appendix B, in the Training Manual, for shoe sizing assistance	"0C"
Shoe Width	Medium by default.	
Birth Month		Month expected
Birth Year		Year expected

Field	Notes	Unborn Infants*
Gender Expression	<p>Preferred clothing style. This prints out on the order labels and determines the style of items received.</p> <p>Choose the gender that correlates with the clothing, toys, books, etc. the child wants to receive.</p>	
Gender Identity	This is kept private and used only for reporting demographic information in aggregate.	
Race/Ethnicity		
English Proficiency	<p>Choose the level of language proficiency of the recipient.</p> <p>For young children, this is determined by the caregiver's English proficiency.</p>	
Military Service		
Refugee/Immigrant		
Recipient has a Disability	As defined by your organization.	

Scheduling Order Pickup

You must schedule a pickup slot for the week they have orders for pickup. On Friday morning, providers will receive an email from Jen Lucas (jenl@kidvantenw.org), to schedule a pickup appointment for the following Thursday.

Providers must make sure that they arrange the pickup of the order at the scheduled appointment.

If you cannot pick up orders for that week, please contact your KidVantage Hub Coordinator, so the orders can be held for a week. KidVantage is not able to hold orders beyond a week due to logistical reasons.

Thursday Shopping and filling out the In-House Shopping form

Every Thursday during provider pickup, each hub will have extra products available for the providers to pick up for the families/ kids in their program or just for general program use. KidVantage encourages providers to take as many products as they desire. This is what KidVantage calls “In-House Shopping”!

Each hub coordinator will request the provider to fill out an In-House Shopping form that will then be documented in Salesforce as an order. Ask your hub coordinator, for more information on in-house shopping.

Suggested Guidelines for ordering products

The need for resources in the community is high and the resources available are limited. In order to ensure that available resources are equitably accessible to all children’s needs, KidVantage has guidelines for ordering products.

We request that providers must follow these guidelines while ordering products for their clients. The Ordering System has the capability to capture any violation of these guidelines. If there are any discrepancies, there is a likelihood of KidVantage canceling items. In the event that an item is cancelled, KidVantage will add a note to communicate the reason why.

Any questions regarding the following suggested guidelines, or exceptions to these guidelines, please contact our Partner Services Coordinator at ruchic@kidvantenw.org.

Ordering Guidelines for Children

Product	Accepted quantities and frequency of ordering	Other Notes
Books	One order/week	Each book ONLY order gets an average of 7 books more or less depending on inventory, sticking to hard-bound books if possible.
Bedding	One bedding set, per child	Can be ordered as a bundle or individual. Available Sizes- Twin, Full, Queen, King
Baby Cereal	One order/ week	
Baby Food Jars	One Order / Week	12 jars of baby food.
Bundle – Basic [Season] Bundle – Basic Plus+ [Season]	Twice / Year	KidVantage offers clothing bundles for Spring/Summer and Fall/ Winter <ul style="list-style-type: none"> • Basic - Clothing, Shoes, Dental Hygiene Only • Basic Plus+ - everything in the Basic bundle, plus books & toys <i>Other Notes:</i> <ol style="list-style-type: none"> 1. Additional clothing bundles can be ordered if the child grows 2. For any individual clothing orders of more than 5 quantities, please choose to select a Basic Clothing Bundle.
Bundle – Newborn Layette	One per child	Ordered anytime during the 3 rd trimester of pregnancy through 1 month old
Car Seat	One per child, per type of car seat	Car seat/booster seat selection is chosen based on the child's age, weight, height, and the type of seat belts the vehicle has.
Diaper Wipes	One / Week	The order contains approximately 80 wipes.

Product	Accepted quantities and frequency of ordering	Other Notes
Diapers	One /Week	Order contains 10 – 40 diapers depending on product and size.
Formula	One / Week*	One can contain approximately 16 servings.
Gifts - Birthday	One per child, per year	<p>Birthday gifts can be ordered the month before, the month of and the month after the child's birthday. One order per birthday.</p> <p>Contains about five new, age-appropriate unwrapped toys & books.</p>
Gifts - Holiday	One per child, per holiday	<p>Can be ordered for a holiday. For a holiday, other than the December season holidays, please note the holiday you're ordering for in the comments. Based on our inventory non-December holidays may not be available.</p> <p>Contains about five new, age-appropriate unwrapped toys & books.</p>
Newborn Baby Equipment	One per child	Such as Pack 'N Plays, strollers, cribs, etc. can be ordered anytime during the 3rd trimester of pregnancy or later
Hygiene Products	One per child per month	Only available for children
Hard Goods	One per child	Bikes, beds, bathtub, baby carriers, baby swings, kids table & chairs, step stools, etc.

Newborn Layette

Typically has **100+ items** within it. A “starter kit” for a newborn with seasonally appropriate clothing sized from newborn – 6 months!

Layette includes: 18 outfits • 9+ sleepers • 10+ undershirts/onesies • coat & sweater shoes & socks • receiving blankets • swaddles or sleep sacks • soap & shampoo diaper cream • towel & washcloths • and much more!

Child’s Clothing Bundle

Typically has **50+** items, a week’s wardrobe of seasonally appropriate clothing!

Clothing Bundle includes: long & short sleeved shirts • pants, sweatpants, leggings coat • pajamas • sweaters & sweatshirts • shoes, socks and underwear • books & toys* Toothbrush & toothpaste (for ages 2+) • and much more!

Products Available for Moms

These products can be ordered using the mom's account record.

A complete list can be viewed under the Maternity products tab of the Product Catalog.

KIDVANTAGE Product	Accepted quantities and frequency of ordering	Other Notes
Breastfeeding Cover-Up		
Breast Milk Storage Bags		20 bags per order.
Breast Pump – Manual	1 each pregnancy	
Bundle – Maternity Clothing Bag	Generally, 1 each pregnancy	Order based on mom's pre-pregnancy clothing size. Maternity sizing already makes the adjustments for a growing belly.
Maternity Cradle Support Belt		
Nursing Bra		Please indicate bra size. Same bra size as work pre-pregnancy.
Nursing Pads		We have both disposable and washable nursing pads available.
Period Products (postpartum only)	1 order per week	
Rocking Chair / Glider - Adult	1 per family	

KidVantage Signature Mom Product

Maternity Clothing Bundle

Typically has **25+** items, a week's wardrobe of seasonally appropriate clothing!

Maternity Bundle includes: long & short sleeved shirts • pants, sweatpants, leggings dresses & skirts • pajamas • sweaters & sweatshirts • books & educational info* nursing bra (note the size) • and much more!

Products with Special Requests

You can make special requests in the comments of items ordered.

1. If the request is a preference and substituting is okay, include **“substitute (sub) okay”** in the comments. This will ensure that the order is filled with a product when the specific brand request is not available, but an equivalent product is available.
2. If the caregiver has a specific request and is not okay to make a substitution, note **“sub not okay”** in the comments. In the event we cannot fill the request exactly as requested, we won’t fill the order at all.

Frequently Asked Questions

FAQs about placing, editing or deleting an order

1. When can I create a new order?

A new order should be created only if the order status of the previous order is set to locked or if you are ordering for a recipient for the first time for the current order week.

2. How long does an order status remain open after the creation of an order?

The standard order week for KidVantage is 3:00pm on Thursday to the following Thursday at 3:00 pm. The order remains open (and editable) until orders automatically lock on Thursday at 3:00 pm.

3. What is an open order?

An open order is one that is saved, but can still be edited by the provider until Thursday at 3:00 pm. This also means you can add, remove products or delete the order.

4. What is a locked order & how do I make changes to a locked order?

A locked order is an order that is already getting processed for pickup and can no longer be edited by the provider. If there are extenuating circumstances to make a change to a locked order, please reach out to corib@kidvantage.wa.gov for assistance.

5. How do I add or remove items from an order? AKA editing an open order?

From the Orders tab on the navigation bar, find the order you want to add items to (or remove items from) and click the [order number hyperlink](#). The order screen will default to the items currently in your order. Uncheck any item to remove it from the order. To add to an order, click the All tab to view all products available to the child, check the box next to the item you want to add. Click SAVE to save all changes made to the order.

6. Can I delete an order?

Yes, if the order is still open. Using the global search box in the navigational bar, type in the order number you want to delete. Click the [order number hyperlink](#) and click Delete Order. If it is still open, you will be able to delete the order. If the order has locked, you will need to reach out to corib@kidvantagew.org for assistance.

7. How do I know what (or when) a recipient has received a certain item? AKA Recipient Order History.

Find the recipient for whom you want to view their historical order record. Click the Recipient's Order History tab to view what he/she has received in the past.

FAQs about Clothing Bundles!

1. What is a clothing bundle?

Clothing bundles are a signature product that we offer comprising 50 plus items that are equivalent to weeks' worth of seasonally appropriate clothing for a child. KidVantage provides two different types of bundles, Basic and Basic Plus+.

2. What are the two types of clothing bundles?

- Bundle - Basic: Contains a week's worth of seasonally appropriate clothing, socks, shoes, and toothbrush & toothpaste.
- Bundle - Basic Plus+: Everything in the Basic Bundle, plus books and toys

3. What are the ordering guidelines for placing a clothing bundle?

Clothing bundles are to be ordered one per season (Spring/Summer and Fall/Winter). That means every kid should receive at least two clothing bundles per year.

However, if the child outgrows their current clothing size you can order another one. Make sure you update clothing and shoe size in this case before you order another clothing bundle for a bigger size.

4. Can I order individual clothing items?

Yes, you can! However, please remember that if you order more than 5 individual clothing items the system will automatically switch the individual items to a Basic clothing bundle. Also remember, when ordering for individual clothing items, there is no need to note the quantity requested because it will be filled based on our inventory.

5. Can I order multiple clothing bundles?

Yes, but only if the child has outgrown a clothing size or it's a new season, otherwise NO. If there are extenuating circumstances why another bundle is needed please contact ordersupport@kidvantagew.org for assistance.

6. What is included in a Spring/Summer clothing bundle?

Our Spring/Summer bundles contain a basic “Seattle weather” wardrobe, including long and short sleeve shirts, jeans, pajamas, sweatpants, sweaters, etc. but it also includes shorts, more summery items and a swimsuit. This bundle comes with tennis/school shoes and sandals.

Please note the quantities of the items are dependent on our inventory.

7. What is included in the Fall/Winter clothing bundle?

Our Spring/Summer bundles contain a basic “Seattle weather” wardrobe, including long and short sleeve shirts, jeans, pajamas, sweatpants, sweaters, etc. This bundle comes with tennis/school shoes.

Please note the quantities of the items are dependent on our inventory.

8. When do you change over your seasonal inventory?

We begin distributing Spring/Summer clothing in late-April, early-May. We begin distributing our Fall/Winter clothing in mid-September.

We will always give you guys warning of when our inventory changeover is complete and when you can start ordering for the new season.

Requesting in the comments for another season’s clothing will result in cancelling of the order. We have limited space for clothing storage, so we only keep the current season’s inventory for order fulfillment.

FAQs about duplicate household or recipients

1. What do I do when I need to create a HH (household)?

a. Confirm the household isn't already created

- i. Search for the HH (household) name in the global search box at the top of the screen
 1. if the name appears then you should not create another record for HH (household). Click on the already created HH (household) and confirm that all the information is accurate and up-to-date – edit as needed.
 2. An alternate way to confirm the list is also, by clicking on to HH (household) tab and looking at all HH (household) records that have been created under that tab – make sure you look under both active and inactive households.
 3. If you do not find the HH (household) you wish to add, you can now go to the HH (household) tab and click on the “create new household” button and start entering information for the household.

b. Once you've confirmed the household doesn't already exist you should go to HH (Household) tab, click on the create new household button and start entering information.

c. Review the Duplicate Client section of the Training Manual for additional assistance.

2. What do I do when I need to add a recipient?

a. Confirm the household isn't already created

- i. Search for the recipient's name in the global search box at the top of the screen
 1. if the name appears, just click on the already created recipient and confirm that all the information is accurate and up-to-date - edit as needed.
 2. An alternate way to confirm the list is also, by clicking on to recipient tab and looking at all recipient records that have been created under that tab - make sure you look under both active and inactive recipients.
 3. If you do not find the recipient you wish to add, and the HH is already created and you just need to add a recipient, you can find the household and add a new recipient.

b. Once you've confirmed the household doesn't already exist you should go to HH (Household)'s account, click on the create new household button and start entering the HH (household) information and then add a recipient under the household.

c. Review the Duplicate Client section of the Training Manual for additional assistance.

3. I am replacing someone who had access to the ordering system for my program/site, should I create all new records for the families we serve under the program?

No, do not recreate records without verifying existing records. You have access to all the previously created households and recipients within your site.

You must verify the list of HH (household), under the household's tab. Note, the drop-down menu – you can view both active and inactive lists. If you find the household under that section, confirm all information is correct and use the same, without creating a new one! If you do not find an HH (household), then consider creating a new one.

The same applies to recipient records too. If the record is already created, please make sure weight, height, clothing size, and shoe size are up to date!

4. I created a HH and I got a duplicate HH alert, what should I do now?

Do NOT ignore the message. Verify if the HH is already listed under all records. If so, do not re-create the household. confirm all information is correct and use the same, without creating a new one! If you have any questions or want to confirm, please reach out to ordersupport@kidvantagew.org for assistance.

5. I created a recipient and got a duplicate recipient alert; can I ignore it?

Do NOT ignore the message. Verify if the recipient is already listed under all records. If so, do not re-create the recipient. Confirm all information (weight, height, clothing size, and shoe size) is correct and use the same recipient record, without creating a new one! If you have any questions or want to confirm, please reach out to ordersupport@kidvantagew.org for assistance.

6. What are the instances when the system gives me a duplicate record alert?

A provider can get a duplicate alert in the following instances:

- a. If the household or recipient is ordering through another agency
- b. If the household or recipient is ordering under your agency

FAQs about ordering products for expectant or new moms

1. What are the products available only for moms? Visit the Product Catalog for a complete, up to date list.

- Breastfeeding Cover-Up
- Breast Milk Storage Bags
- Breast Pump – Manual
- Bundle – Maternity Clothing Bag
- Maternity Cradle Support Belt
- Nursing Bra
- Nursing Pads
- Period Products (postpartum only)
- Rocking Chair/ Glider - Adult

2. Can I order products for an unborn baby under the mom's record?

No. All the items specifically for a baby need's to be entered using the baby's account, even though they are unborn. For creating a record for an unborn baby under a household, please refer to the Training Manual.

3. Can I order for moms who are not pregnant or nursing?

No. You can only access KidVantage resources for expectant and postpartum moms.

4. What is included in the maternity clothing bundle? No shoes or socks for moms.

- | | |
|-----------------------------|--|
| • Dress/Skirt | • Shorts (during the summer) |
| • Hooded Sweatshirt/Sweater | • Swimsuit (during the summer, as available) |
| • Pants | • Underwear (as available) |
| • Shirts | • Nursing Bra – include the bra size in the |

7. Can I order individual clothing items for mom?

Yes, you can order individual items, but if you need more items consider ordering the Maternity Bundle.

8. Do I have to fill out a separate KidVantage Assistance form for moms?

Yes, you must answer all the same recipient questions when creating an account for a mom.

9. When can I order an unborn baby?

You can order an unborn baby starting from the mom's third trimester.