

Helping Those Helping Others

A church turns to ID Wholesaler for help with food pantry membership cards



Thousands of needy families in New York have found a miracle on 42nd street. Holy Cross Church, one of the most well-known churches in New York's Times Square, served 20,000 people last year alone at Crossroads Food Pantry, the church's onsite food shelter. Open every other Saturday, the pantry reaches out to feed the working poor, homeless, children, elderly, and disabled.

"The food pantry is one of our most important missions," says Edward Reigadas, the food pantry manager. "We have no employees so we rely solely on volunteers to keep the program running."

In addition to volunteers, an important piece of technology keeps the program running smoothly: the ID card printer that is used to make the pantry membership cards.

CHALLENGE: In Need of a Saving Grace

For years, membership at the food pantry was managed with an Excel spreadsheet. Several years ago, the parish bought a Fargo ID card printer system and ID software to manage their membership list and make the pantry more efficient.

"Using the spreadsheet was very time consuming, especially searching for names since there are so many people with the same last name," said Reigadas. "The card printer makes our lives much easier, plus it's more respectful to the client."

Photo ID cards are issued on the spot. When a new member visits the pantry, a volunteer can easily register the new member, take their photo, and print an ID card with very little training. Upon entering the pantry, the member simply scans their photo ID card. It's less intrusive for the member and expedites check-in.

The system also provides an easy way to manage and create reports for the number of people using the pantry and how often individual families are served. It keeps the membership list organized and data can be reported in seconds.

SOLUTION: A Helping Hand

When Reigadas realized five years ago that an ID card printer would make their lives easier, he talked with another local charity to get a recommendation for what card printer to purchase. He then turned to the internet to research suppliers and found ID Wholesaler, an online retailer that specializes in ID card printers and supplies. He quickly found the printer that had been recommended to him and purchased the printer from their website.

Reigadas reports that the maintenance of the printer is easier than he thought it would be. He is also happy with the quality of the cards: "The print quality is crystal clear and they are very easy to reprint. I would recommend this printer to anyone."

Reigadas says that he continues to shop with ID Wholesaler for supplies because of the trust that has been built over the past few years. He appreciates the quality products and the customer service he's received from his account manager. "We've never had any problems with the printer and we know who to call when we need supplies," says Edward. "ID Wholesaler is on my speed dial!"



RESULTS: Next Steps

The parish's elementary school is looking to make ID cards for students in the near future. When asked if they would return to ID Wholesaler for their next ID card printer, Reigadas exclaimed, "It's the only place we'll go!"

With the continued help of dedicated volunteers and helpful technology, the church will continue to attend to the needy looking for a miracle on 42nd Street.



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