

Frequently Asked Questions:

When can my agency access the New Orleans ToolBank?

The New Orleans ToolBank operates by appointment only for tool pickups, returns, and warehouse tours.

Times available for appointments are:

- **Monday & Tuesday: 9:00 am-3:30 pm**
- **Thursday & Friday: 9:00 am-3:30 pm**

To schedule tool pickup appointments, please use our online Tool Order Manager (TOM) when placing your tool order. The ToolBank will send you a confirmation email with your appointment date, time, and the tools you requested. Return appointments are arranged by the ToolBank during your pickup. You will receive a calendar invite to confirm both your pickup and return appointments. To ensure a smooth process, please place your order at least 2 business days before your preferred pickup time.

How do I place Tool Orders?

The ToolBank utilizes an online tool ordering system called TOM (Tool Order Manager). All tool order requests must be placed through this system; we do not accept orders via phone, email, or in person. Please keep in mind that we cannot confirm the availability of specific items until you have submitted an official order. Tool orders must be submitted at least 2 business days prior to your preferred pick-up date. If you encounter any difficulties during the ordering process, please contact the ToolBank for assistance. We are happy to help you.

Here's how to place a tool order:

1. Go to <https://toolbank.my.site.com/agency/s/login/?ec=302&startURL=%2Fagency%2Fs%2F> to log into your member agency portal.
2. Log in and click on "**Create**" to initiate a new tool order.
3. Complete the information regarding your project. This information helps the New Orleans ToolBank measure our impact in the community and supports our funding opportunities so we can continue to serve you. Then, click "**Submit.**"
4. Browse through over 175 different tool types, entering the quantity for each tool you wish to order (tools are listed by category). When you're finished, click "**Submit.**"
5. Review your order and click "**Submit**" once again.
6. After submission, you will not be able to edit your order. If any changes are necessary, please contact the New Orleans ToolBank staff.
 - The Total Retail Value of your order indicates how much it would cost to purchase all the selected items.
 - The Tool Handling Fee is the amount you will owe for your order.

Once your order is submitted, you will be contacted within 48 hours to confirm your order and schedule a pick-up appointment. Appointments are not confirmed until you receive an email confirmation from ToolBank staff.

How do I pick up my order?

- Your tool order will be ready for pick-up at your scheduled appointment time.
- The **New Orleans ToolBank Warehouse** is located at **2801 Marais St., New Orleans, LA 70117**
- Agencies are responsible for loading their tools into their vehicles. Please plan and make sure to bring enough personnel and large enough vehicles to accommodate your order. If a second trip is needed it must be scheduled as a second pickup appointment.
- Please arrive at your scheduled appointment time. Contact ToolBank staff if you need to reschedule your appointment or if you are running more than 10 minutes late for your appointment.
- Once checked out, the borrowed items are in your care and become your responsibility.

Does the ToolBank Deliver?

Unfortunately, we do not offer delivery at this time.

Does the ToolBank supply gas, nails, or other consumables?

While we offer a variety of different tool types and equipment, acquiring materials and consumables (gas, string trimmer line, nails, drill bits/drivers, etc.) is solely the responsibility of the borrowing agency.

How do I return my tools?

Return appointments are arranged at the time of tool pickup. If you need to reschedule your return appointment, please contact ToolBank staff. Please note that tool returns are by appointment only.

- All tools must be returned to the ToolBank on or before the return date specified in your order. Failure to do so will result in late fees.

Other Tips:

Inventory your tools before returning to avoid additional fees.

If a tool breaks during your project, please return the broken tool and all its parts. While we do not charge replacement fees for tools broken during their intended use, we do charge replacement fees for unreturned tools. This includes unreturned broken tools.

Rinse all painting tools before returning them. Any tools with wet paint or excessive amounts of dried paint on them will incur additional fees.

Roll up extension cords and water hoses, and fold tarps before returning them.

Return tools as clean as possible. Make the time at the end of your project to prepare tools for return by cleaning your borrowed tools. If tools are returned unclean, a cleaning fee will be charged.

Most of all, have fun and be safe!

Please email us any pictures of your projects and events! Also, feel free to tag us on social media as well! We love to see blue tools out in the community:

Thank you for everything you do for our community. We are thankful for the opportunity to serve alongside you. For any questions or concerns, please contact **David Melancon** via email at david.melancon@toolbank.org or call **318-880-7944**. We look forward to equipping your next project!