

WHEELCHAIR ORDER AND DELIVERY TIMEFRAME



STEP	ITEM	TIME FRAME	DESCRIPTION	REQUIRED DOCUMENTS
1	Wheelchair Order	6 months prior to when you would like the container to arrive at port.	Fill out new Wheelchair Order Form. Please be sure to notify us of any special shipping instructions or time restraints.	Wheelchair Order Form
2	Order confirmation	Within 1 week after Wheelchair Order Form is received by FWM.	FWM will contact you to confirm that we have received your order form and let you know about tentative order date.	None
3	Factory Order Placed	Dependent upon FWM Queue GEN_1 = 3 weeks GEN_2 = 5 weeks GEN_3 = 8 weeks	Once the order has been confirmed and finalized by both parties, we will add it to our queue of requests from all partners. Orders are usually placed 1-3 months after receipt from partner.	None
4	Shipping Documentation	This process can take 1 month and begins no more than one week after a factory order has been placed.	This part is crucial. Your containers arrival is depend on all documents being finalized as quickly as <i>accurately</i> as possible.	As determined/requested by Distribution Partner and Country of Import.
5	Review training docs	Programs Training Staff	The FWM training can take place in person and /or remotely. Over time preference will be given to partners who participate in our 5 day live training. It is best if training is received after the container has been ordered, but prior to arrival.	
6	Container Shipping	1 week-45 days depending on destination.	Port of Origin is Shanghai, China	
7	Container Clearance	1 week-2 months	Once the container has arrived at port it is the responsibility of the Distribution Partner to clear the container quickly to avoid demurrage.	Email FWM to notify us of the container's clearance.
8	Reporting	Within 3 months of the container's arrival.	Distribution Report, Recipient Story, Recipient Picture, Distribution Feedback Survey https://www.freewheelchairmission.org/partner-microsite/partner-microsite---resources-post-order	Distribution Report, Recipient Story, Recipient Picture, Distribution Feedback Survey