

# Container Ordering Process



Step	Task	Timeframe	Description	Resources
1	<b>Prepare Order</b>	Before you complete your Wheelchair Order Form	Prepare for your order by reviewing your current applicant database and the Wheelchair specifications guide. This will help you determine the quantity and type of wheelchairs to order.	⇒ Wheelchair Applicant Database ⇒ Wheelchair Specs Guide ⇒ Container Specs Guide
2	<b>Submit Order</b>	3 - 6 months before you would like the container of wheelchairs to arrive at port	Fill out the Order Form completely. Any missing information will cause delays in your shipment or a cancellation of your order. Email your form to <a href="mailto:mbrodersen@freewheelchairmission.org">mbrodersen@freewheelchairmission.org</a>  IMPORTANT: Do not order wheelchairs unless you can accept a full container within the next 3 - 6 months.	⇒ Wheelchair Order Form
3	<b>Order is Approved</b>	Within 1 week after Order Form is received by FWM	FWM will confirm that we have received your order form and let you know about tentative order date	None
4	<b>FWM submits Order to factory</b>	Within 1-3 months after a Wheelchair Order Form has been finalized	Once your order reaches the top of the queue, your container will be ordered and the wheelchairs will be manufactured. Wheelchair production takes 45 days.	None
5	<b>Shipping Documentation</b>	This process can take 1 month and begins no more than one week after a factory order has been placed.	You will be contacted directly by our freight forwarder via email to confirm all necessary documentation for the shipment before it can depart the factory.  IMPORTANT: It is important to be responsive to your email during this time. Delays in email response will impact current and future orders.	As determined and requested by Partner's Consignee  It is the responsibility of the Consignee to determine the necessary documentation and requirements for shipment and import.
6	<b>Container Ships</b>	Shipping time varies depending on country, from 2 weeks to 3 months.	Once our freight forwarder receives all the necessary documents and confirmations, your wheelchair container will be shipped from our factory in China to the Port of Entry you selected.  Reminder: Free Wheelchair Mission pays for ocean freight.	⇒ Shipping Documentation
7	<b>Prepare for Arrival</b>	While your container is in transit	Review the Distribution Process and Requirements for Wheelchair Distribution to make sure you and your team are prepared for your upcoming distribution.  If you are receiving for the first time, you must schedule a training before you can distribute the wheelchairs. Email <a href="mailto:nvanderzouwen@freewheelchairmission.org">nvanderzouwen@freewheelchairmission.org</a>	⇒ Distribution Process ⇒ Requirements for Wheelchair Distribution
8	<b>Container Arrives</b>	Customs clearance time varies depending on country regulations and processes.	It is the sole responsibility of the Partner to: <ul style="list-style-type: none"> <li>• Clear the container through customs</li> <li>• Make arrangements and pay for inland shipping to warehouse</li> <li>• Pay for all storage and distribution costs</li> </ul> Per the Distribution Agreement, the Partner is expected to assemble and distribute the wheelchairs in accordance with FWM policies.	⇒ Shipping and Cost Breakdown ⇒ MOU / Distribution Agreement