Container Ordering Process



				MISSION
Step	Task	Timeframe	Description	Resources
1	Prepare Order	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
				\Rightarrow Container Specs Guide
2	Submit Order	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 mbrodersen@freewheelchairmission.org IMPORTANT: Do not order wheelchairs unless you can accept a full	⇒ Wheelchair Order Form
			container within the next 3 - 6 months.	
3	Order is Approved	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	FWM submits Order to factory	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 pro- duction takes 45 days.	None
5	Shipping Documentation	This process can take 1 month and begins no more than one week after a fac- tory 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 or- ders.	As determined and requested by Partner's Consignee It is the responsibility of the Con- signee to determine the necessary documentation and requirements for shipment and import.
6	Container Ships	Shipping time varies de- pending 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	Prepare for Arrival	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 nvanderzouwen@freewheelchairmission.org	 ⇒ Distribution Process ⇒ Requirements for Wheelchair Distribution
8	Container Arrives V2 122717	Customs clearance time varies depending on coun- try regulations and process- es.	 It is the sole responsibility of the Partner to: Clear the container through customs Make arrangements and pay for inland shipping to warehouse Pay for all storage and distribution costs 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