

WorldHelp[®]

Help for today. Hope for tomorrow.

Humanitarian Aid Department



Instruction Manual
Container Shipment Program

Mobilize. Equip. Empower.

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Dear Partner,

These last few years have been extremely difficult for so many across the globe – but because you chose to do something in the midst of tragedy and oppression, thousands of people facing unimaginable circumstances experienced a life-changing glimpse of God’s love.

The impact of your work and the work of partners like you is truly astonishing:

- You distribute millions of nourishing meals to men, women, and children.
- You provide vulnerable and displaced people with essentials they need amid insecurity and instability.
- You equip equipment and supply-deficient educational and healthcare facilities with live-saving equipment and supplies.
- You bring **Help** and **Hope** to thousands affected by natural disasters.

Your efforts spread the practical love and hope of the Gospel into some of the most unreached places, and your prayers result in miraculous transformations every year!

This manual outlines the expectations of World Help’s **Container Shipment Program** and provides guidance for how to successfully fulfill the requirements.

Each section has been carefully designed to clarify responsibilities and provide the necessary tools for you, our partner, to successfully fulfill the requirements of this program.

Your attention to detail and comprehension of these materials plays an integral role in sustaining the program, allowing us to better serve you. We encourage you or anyone from your team to submit any questions or comments to your Regional Liaison and/or our team at aid&relief@worldhelp.net.

Thank you for your friendship, your passion for serving vulnerable people, and your dedication to reaching the lost for Christ.

We look forward to a fruitful partnership in the year to come!

- The Humanitarian Aid Team

Program Guidelines | Expectations

The **Container Shipment Program** focuses its relief efforts according to three product priorities: Health (medical equipment and supplies, Wellness (hygienic, clothing, and educational), and Nutrition (food and vitamins). All requests are welcome but will be considered in accordance with our program priorities. World Help can usually provide a wide range of goods from biomedical equipment to prepackaged dehydrated food to new clothing. Please consider this when determining what specifically your organization may need from World Help.

Limited Stock

Since World Help's inventory is primarily dependent on donations from U.S. charities, corporate entities, and individuals; the types, quantities, and availability of our donated aid will vary. We work hard to fulfill as many requests as possible, but actual assistance will vary accordingly.

Logistics

World Help does not allow for the transport of any relief cargo to any country, without providing the necessary proof of eligibility or required licensing from the appropriate departments of the U.S. government and/or their foreign counterparts.

Customs clearance and all associated fees are the **responsibility of the consignee/recipient**. Documentation is carefully prepared by World Help to assist in this process (e.g. detailed manifest, packing list, certificate of donation, commercial invoice). World Help is not responsible for customs fees, fines or taxes. Should product be confiscated by customs officials and not released for its intended use, World Help must be notified immediately. World Help will advise and assist where it can throughout the logistical process, but consignees/recipients must be prepared and have completed all necessary steps prior to a shipment's release, including the appropriation of funding to cover the anticipated clearance and distribution activities.

Product Use

In compliance with governing agencies and donors, all donated products must be used exclusively for the benefit/treatment of the ill, needy and poor and **may NOT be bartered, sold or exchanged for property or services, or re-exported. Adequate records must be maintained to document the handling and distribution of all donations.**

Consignees/Recipients assume full responsibility that all products donated for programs outside the United States will be used only for those programs stated at the time of request. No product may be left behind in the U.S. or brought back to the U.S. at the end of the program. **Recipients must notify World Help prior to any changes to the original plan and request.**

Security

Donated product should be transported and distributed in a secure manner upon receipt of entry. Please exercise caution when making distribution arrangements. Donations sent to locations in the U.S. for international transport should be opened only **AFTER** its arrival to the overseas destination by authorized representative of the receiving party.

Waste/Disposal

Any waste or disposal activities are the responsibility of the consignee/recipient and **must** comply with the original manufacturer's recommendations and any local or state regulations. In the event that dated donations cannot be used by their expiration date, written notification must be given to World Help **prior** to disposal. Failure to notify World Help **will** result in a loss in eligibility for future donations.

Cash Management

Recipients who receive project support from World Help must maintain proper logs/receipts of their program expenses, providing those to World Help within 48 hrs. of being requested/received.

Communication

It is extremely important that **any and all** communication between any recipient and World Help be conducted in a **timely** manner. Please ensure that emails, phone calls, or any other type of communication received from World Help is responded to promptly. Any change to an agreed upon plan must be communicated to World Help immediately. **Failure to do either of these elements will result in a loss of eligibility of future donations or be grounds for immediate suspension from the program.** All requested documentation, outlined in the *Instruction Manual*, must be submitted through the portal and/or shared folder, created for exclusively for your team. A link to this folder will be provided to you after partner consultations in April. This shared folder will also be where supplemental documentation, such as, manifests or shipment paperwork, from World Help, will be shared and made available to partners, in addition to the partner portal.

Accountability

World Help takes seriously its stewardship responsibility to the donations we have been given, which is why we have put in place a very strict monitoring and evaluation process. Consignees/Recipients of any type of contribution from World Help will be required to provide complete transparency around the successes and failures of the projects/programs being implemented. Additionally, the Consignee/Recipient will be required to complete certain procedural forms and tasks, as well as be willing to facilitate physical site visits and field assessments, as deemed appropriate by World Help personnel. Any media or information received in reporting, especially photographs and stories, may be used by World Help, its donors and mission partners to promote World Help's work around the world. Project photos will remain the property of World Help, will be shared with World Help donors, but will not be provided to other agents or sold for profit.

Partner Portal

World Help has invested time and resources into creating an online portal for our partners, to assist in streamlining the processes of communicating critical logistical information to improve the experience with our program. The following information outlines the primary functions and navigation of the partner portal. To get started, please navigate to partner.worldhelp.net.

Accessing the Portal:

To login into your account, enter in your credentials (username and password) which were issued to you. If you have lost or misplaced your credentials, you can use the forgot username or password links to retrieve your credentials. If you still have trouble, please reach out to your World Help Liaison.

Dashboard:

Once you have signed into your account, you will automatically be directed to your organization's dashboard. The dashboard details several important workflows. These are outlined as followed:

- **Issued Offers** – active offers pending partner approval. For each offer, a partner must review and approve, modify, or reject the offer before it can be processed and fulfilled.
- **Queued Offers** – active offers pending World Help approval and fulfillment. The status of each offer can be tracked in this section.
- **Shipments** – active orders shipped and/or enroute to the partner. For each offer that is approved and fulfilled, a shipment order is generated and made available to the partner. Container-related information including the *Order Summary Packet* and *Shipment Documentation* can be found and accessed here for each shipment.
- **Container Reports** – active container reports issued for completion. For each shipment order that is received and confirmed by the partner, a container report is issued and made available here for completion.

Menu:

Through the menu at the top of your window or in the footer of the webpage, you can access and reference program information at any time, including this instruction manual.

Notifications:

Automated email notifications and/or dashboard prompts will be generated by the system and issued to your organizations for notice of the following events:

1. Annually, when a new needs assessment is due.
2. Annually, when a new partnership agreement is due.
3. Annually, when an updated contact form is due.
5. Once per Product Offer that has been created and issued for review and approval.
6. Once per Product Order that has been fulfilled and shipped, a *Product Order Packet* and Shipment Documentation will be issued for review and approval.
7. Once per Container Report that has been created and issued for completion.

NOTE: All of these documents above will be available for immediate reference or export via the partner portal, for every container shipment.

Partner Planning Elements *(Partnership Agreement, Partner Profile, Needs Assessment)*

Purpose:

The purpose of the **Partnership Agreement** is outline and record your organizations acknowledgement, agreement, and understanding of the requirements and expectations of the Container Shipment Program.

The purpose of the **Partner Profile** is to ensure our team has the most up-to-date and accurate logistical information required in order to send you containers of product.

The purpose of the **Needs Assessment** is to collect and document your specific needs for the upcoming year. We utilize this information, along with assessments from other partners to craft and execute a product acquisition strategy designed to solicit donors to provide the products required to meet the needs your organization.

Instruction:

Partnership Agreement – Please review and sign a copy of the agreement and submit through the partner portal.

Partner Profile – Please review and submit partner contact information through the partner portal.

Needs Assessment – Please detail the specific product needs for your organization and submit through the [provided form](#).

Timeline:

The **Partnership Agreement**, **Partner Profile**, and **Needs Assessment** will need to be completed once a year, by the beginning of March, for use in the next fiscal year (April – March). This form will be issued or automatically prompted through the portal by the Humanitarian Aid Team in February and will be required for all partners approved to participate in the program.

NOTE: ONLY one needs assessment is required for the overall program.

NOTE: The period this assessment covers is April to March (World Help's fiscal year), so please ensure your requests cover this entire period. This assessment will be what World Help uses to fulfill your product requests.

NOTE: Failure to provide any or all of the information requested will disqualify your organization from participating in the Container Shipment Program.

Allocation Letter

Purpose:

The purpose of the ***Allocation Letter*** is to formally acknowledge the requested needs your organization has submitted and communicate what we **anticipate** we can do this fiscal year, based on our projected operational capacity. The letter includes a breakdown of ***anticipated*** donations and a ***tentative*** schedule for them.

Instruction:

Please review the ***Allocation Letter*** when it is received, document any questions or concerns you have and send them to your World Help Liaison.

Timeline:

The ***Allocation Letter*** will be issued by **April 1st**.

Product Offer

Purpose:

The purpose of the **Product Offer** is to outline product that has been acquired, prepared, and staged for a specific organization or beneficiary, based on the expressed needs. A product offer will typically reflect a 40 ft. container worth of material. On occasion, we may present an offer for a 20 ft. container if logistical or timing challenges arise.

Instruction:

Review and Submit – If all product outlined in the **Product Offer** is satisfactory, please proceed with approving the offer through the partner portal, by selecting the **Approve Offer** button.

If there are items included in an offer that do not match your needs or are do not reflect an acceptable quantity, please indicate so by selecting the **Modify Offer** button and making those changes on the offer and submitting them for adjustment.

If the entire container cannot be received or accepted when offered, or if all items are deemed unacceptable, please reject the offer by selecting the **Reject Offer** button.

Timeline:

The approval and/or changes to a **Product Offer** must be submitting within 48 hours of being issued. Your organization will receive an automated email notification that an offer has been added to your account through the partner portal for review and approval.

Once the **Product Offer** approval has been received by World Help, the container-shipment is secured, scheduled and released within 1-4 business weeks, on average.

NOTE: In order to meet the demands of our container shipment schedule, we are not able to hold shipments for longer than 48 hours and will have to re-direct a container shipment if the **Product Offer** has not been signed off on and received by the end of the 48 hours.

Order Summary Packet

Purpose:

The purpose of the **Order Summary Packet** is to formally communicate the cargo breakdown, transfer of ownership, and the liability release of the container shipment and its contents, at the point it is released from our distribution center. On rare occasions, these documents may reflect differences from the original Product Offer, usually a result of an increase or decrease of product loaded due to changes in spacing parameters.

Instruction:

Donation Letter – this document serves as an official transfer of ownership for the product to your organization. No action is needed, however, you may use this for your customs or auditing purposes, if needed.

Order Summary (Manifest) – this document outlines the product which has been shipped and serves as an official manifest for customs purposes. No action is needed.

Packing List – this document details how the container was packed and the breakdown of weight of the product in the event you require such information for customs clearance purposes. No action is needed.

Product Release Form – this document serves as an official release of liability for the product being provided and outlines the financial terms both parties have agreed to. As noted in the program guidelines and expectations, it is the responsibility of the consignee to cover the costs associated with the clearance and distribution of a container. A signature is required for this form for every container of product provided to your organization.

Together, these documents make up the **Order Summary Packet** and are to be used in conjunction with the **Shipment Documentation** for customs clearance purposes, outlined in the next section. These documents also serve as an official record of donation to your organization.

Timeline:

The **Order Summary Packet** is typically issued within 24 hours of when the container shipment is released from World Help's distribution center. The documentation will be made available through the partner portal and an automated email will be sent to your organization notifying you that the container has been shipped.

Shipment Documentation

Purpose:

The **Shipment Documentation** includes four main components. Each component plays a critical role in an organization's ability to effectively clear a container shipment once it arrives in port.

Certificate of Donation – an acknowledgement (for customs officials) of World Help's intent to donate a container shipment to an organization, for use in its humanitarian programs. The certificate also provides official guidance as to how a container shipment will be used, while also requesting the container shipment be processed in an expeditious manner, on behalf of the partner.

Commercial Invoice – an acknowledgement of the customs declaration for a container shipment.

Packing List Certificate – an acknowledgement of the general contents of a container shipment.

Bill of Lading – an official receipt of a container shipment, generated by the steamship line, acknowledging both where the container shipment originated from, how it is being transported, where it is destined to go, and who the shipper and the recipient are.

Shipment Package (from Freight Forwarder) – typically once the container has been received at the port of origin, final documentation (including the documents detailed above), is issued to all parties listed on the bill of lading. This group of documents represents the final version and are typically mailed and e-mailed to the consignee, unless request otherwise.

Instruction:

These forms, collectively, are to be used for customs clearance purposes. Additional documentation can/will be provided as requested or as the cargo dictates.

Timeline:

The container **Shipment Documentation** is typically issued within 72 hrs. of receiving the **Bill of Lading** from the steamship line – typically around the same time the container shipment departs from the originating port. The shipment documentation will be mailed electronically as well as physically, unless requested otherwise. The shipment documentation will also be made available via the partner portal and your organization will be notified with an automated email notification and asked to approve the documentation prior to issuance.

NOTE: Any special requests or documentation needed for customs clearance, such as, the release of the bill of lading at destination or a certificate of fumigation or conformity **MUST** be requested at the point of approving the product offer. Failure to do so may result in an inability to obtain the requested document(s) or extra fees which will be the responsibility of the receiving organization.

Arrival Notification

Purpose:

The purpose of the **Arrival Notification** is to notify World Help of the date a container has arrived at your facility.

Instruction:

Please send an email to your World Help Liaison and copy logistics@worldhelp.net with the World Help Shipment I.D., container number, and exact date of arrival. Also, please include photos of the arrival and unloading.

An example **Arrival Notification** is included below for you reference.

Timeline:

The **Arrival Notification** email is due within 24 hours of the container's arrival at your facility.

NOTE: It is the responsibility of the partner to notify World Help staff of a containers' arrival, without prompting. Failure to complete this step will result in a loss of future donations.

EXAMPLE:

Aid & Relief Team,

Container # NNNN12345678 (Project I.D. 123456789) arrived at our facility on 22/9/21. See a few photos from the unload below.

-PARTNER



Container Report

Purpose:

The purpose of the **Container Report** is to record the specific impact made by a container shipment. Information received in the container reports are used to generate donor reports, providing a critical touchpoint for those who provide the product and make the container shipments possible.

Instruction:

Please follow the reporting instructions outlined in the World Help Partner Portal. Specific items that do require supplemental information, like a testimony or photo, will be outlined accordingly in the instructions. There will be various sections to collect data from distribution sites and individual recipients.

Product Checklist – The checklist serves as a receipt that all products sent were received. Please sign the checklist in the specified space, indicating all cargo was received as detailed. Please inform us of any discrepancies, per line item, via the dedicated notes field at the end of each line item.

Impact – Please detail the estimated number of people this container shipment impacted. Additionally, please indicate the method used for determining these estimates.

Testimony – Testimonies will be required for a container shipment. Please identify an individual who benefitted from the product detailed and answer the questions outlined in the testimony section.

Media – Specific media will be required for a container shipment. If it is, please provide pictures and/or videos as outlined in the media section.

All media must meet the following requirements:

- **Clarity** – media is not to be out of focus, blurred, obstructed, or of poor scan-quality.
- **Size** – ensure that photos are large enough to be printed.
- **Quality** – We ask that all media be of high resolution (800 KB and higher).
- **Object** – ensure that media captures the impact of the content requested.

Note: All reports and related media are to be submitted via the partner portal. A report for each shipment will be issued to your organization after the arrival notification has been received.

Timeline:

The **Container Report** will be issued within 24 hrs. of the **Arrival Notification** and will be **due within 90 days of being issued**. An automated email notification will be sent to your organization once the container report has been made available via the partner portal.

IMPORTANT NOTE: Failure to complete reports by the due date provided and/or without cause or forewarning, will be recorded and will affect future allocations. Consistent tardiness will result in an immediate suspension from the program.

Document Timeline & Deadlines

This section serves to summarize all document expectations and deadlines as it relates to you, the partner. You can find a list of deadlines below, ordered according to the typical timeline for a container shipment.

Partner:

On an Annual Basis:

- Needs Assessment – **due March 1st**
- Contact Form – **due March 1st**
- Partnership Agreement – **due March 1st**

On a p/Container Basis:

- Product Offer Approval – **due within 48 hours of issue date**
- Product Release Form – **due within 24 hours of issue date**
- Shipment Documentation Approval – **due within 24 hours of issue date**
- Arrival Notification – **due within 24 hours of arrival date**
- Container Report – **due within 90 days of arrival date**

World Help:

On an Annual Basis:

- Needs Assessment – **issued by February 1st**
- Contact Form – **issued by February 1st**
- Partnership Agreement – **issued by February 1st**
- Allocation Letter – **issued by April 1st**

On a p/Container Basis:

- Product Offer – **issued following the collection of enough product to fill a container**
- Order Summary Packet – **issued within 24 hours of release/ship date of a container**
- Shipment Documentation – **issued within 24 hours of receipt of the Bill of Lading**
- Container Report – **issued within 24 hours of receipt of the arrival notification**

Partner Evaluation | Partnership Matrix

To ensure the **Container Shipment Program** is meeting the internal and external goals set forth, every year the Humanitarian Aid Team conducts evaluations on the overall success of the program, including the performance of its partnerships. These evaluations are used, in part, to determine the program's container allocations for the following year.

Criteria used when evaluating our partnerships includes five focus areas, which the team has deemed critical to overall program success.

Logistics – monitors the success rate of container and cash received, timeliness and completion of offers, releases, and arrival notifications.

Reporting – monitors the timeliness, quality, and completion rate of container reports.

Communication – monitors the timeliness and frequency of correspondence, specifically when changes or issues arise.

Collaborative Elements – monitors the responsiveness and return rate of additional elements (reports and/or media) requested by World Help, for container shipments.

Planning and Strategy – monitors the timeliness, quality, and completion rate of planning documents, including beneficiary profiles, need assessments, partnership agreement, organization contact form.

The team also considers situations that are additional and/or instances where partner goes above and beyond the expectations. Examples include taking extra containers on top of your allocation, facilitating a site visit, and providing additional reporting as requested.

Once these evaluations are completed, World Help incorporates the findings, along with its approved budget, to outline its allocation strategy for the new year. Partnership levels are then assigned, and allocation letters are issued according to the following matrix (more detail can be found on the **Partnership Criteria** document):

Partnership Level	Range
Level 1	1 – 20 Pallets
Level 2	1 - 4 Containers
Level 3	5 - 9 Containers
Level 4	10 - 14 Containers
Level 5	15 - 24 Containers
Level 6	25+ Containers

This section was specifically added to stress the importance of partner collaboration. Without the partner's involvement, this program would not be successful. In addition, this program would not be able to meet the expectations of its donors if it does not have strict guidelines.

Should your organization have any questions or concerns regarding the evaluation process, our guidelines and expectations, or the program in general, please direct them to your World Help Liaison. If you are unsure of your World Help Liaison, please contact the person listed below for your geographical region.

Africa & Middle East | Carter Maweu – cartermaweu@worldhelp.net

Americas | Michael Doering – michaeldoering@worldhelp.net

Europe & Asia | Nikki Hart – nikkihart@worldhelp.net

General Inquiries | aid&relief@worldhelp.net