

Frequently Asked Questions (FAQs):

Q. How does my organization apply for assistance under World Help's *Container Shipment Program*?

A. Your organization may start the process by completing the following [online form](#), which will be reviewed and evaluated by our team, once submitted. If approved, a team member will reach out and invite you to submit a larger application via our partner portal.

Q. How long does it take to hear back on whether or not my organization has been approved to participate in World Help's *Container-Shipment Program*?

A. On average, it can take up to a month to hear back on your organization's initial application. Depending on the time of year and volume of applications we receive, you could receive a response sooner.

Q. What are the requirements for receiving product donations and/or a container shipment?

A. We do have a few requirements for approved partners who receive product and/or container shipments from Word Help. Impact and logistical reports are a couple of examples of requirements for participation in the program. If your organization is approved for the program, a detailed training and instruction manual is provided for each requirement. Please refer to the ***Partnership Criteria Overview*** for more information on specific requirements for the program.

Q. How many product donations and/or container shipments can my organization receive?

A. Depending on your organization's specific product needs and logistical and financial capacity, World Help can fulfill up to 25+ containers for larger organizations and as little as a pallet for smaller organizations. Donations are 100% dependent on product availability. Please refer to the ***Partnership Criteria Overview*** for more information on our partnership levels.

Q. Does World help provide any financial assistance for its product donations and/or container shipments?

A. World Help covers the cost of the door-to-door transportation for every donation and/or container shipment. It is the responsibility of the receiving organization to cover the costs of customs clearance, permits, distribution, and any ancillary fees such as demurrage or detention. Container stipends of \$500 are provided by World Help to the recipient p/container shipment to assist with the clearance and distribution processes.

Q. How long does it take to receive product donations or a container shipment?

A. Depending on the location of your organization, it can take anywhere from 2-6 weeks (on average) for a container to arrive in port and begin the customs clearance process, once it has been loaded and released. For domestic organizations, it can take anywhere from 2-10 business days.