

**Custom Box Program**

**Supplies Over Seas (SOS)** supports short-term medical mission trips for individuals and groups who provide health care to underserved patients in developing countries all over the world. If you or your mission team are not able to come to the SOS warehouse in Louisville, KY, to hand select medical supplies, or if you are located outside the SOS service area, you may still request medical supplies through our **Custom Box** **Program.**  A list of the items available to request in a Custom Box can be found in the Inventory section of this program description and on the SOS website.

SOS Custom Box Process

1. Read the SOS Custom Box Program Description (this document)- Potential applicant and other members of the mission team must read this document to understand exactly the responsibilities of the applicant, including the responsibility to document the use of the requested supplies in writing and in photos. Applicant must understand that no one will be able to obtain a SOS Custom Box without an approved application, submitting a list of needed supplies with quantities and paying the deposit fee.
2. Fill out the SOS Custom Box application and prepare a list of requested inventory and quantities needed. You may request the Custom Box List of Supplies & Equipment sheet to prepare your medical supplies request list.
3. Upon application approval, SOS will contact approved applicant to confirm availability of requested supplies/equipment.
4. **Base Administrative Fee of $100 paid.** **Requested supplies and equipment cannot be reserved for applicant until application approved and administrative fee paid.**
5. Inventory pulled and weighed. Any additional administrative fee communicated to applicant and paid.
6. Shipping – if applicant is not picking up box and requesting box to be shipped, SOS will obtain shipping cost, inform applicant and applicant pays shipping fee.
7. Custom Box Report with photos is required as part of this process and due upon return from mission trip or when items have been reached recipient community.

**Application Process**

Saving lives is a serious business, and we are committed to ensuring that applicants are prepared to do the most possible good for the people we serve. Individuals or mission teams who wish to request a Custom Box of medical supplies must first request an application from SOS. Prospective applicants will want to take the time to read this entire program description and application to understand the financial responsibilities, documentation requirements, shipping responsibilities and release/indemnity information.

**User Requirements**

SOS is committed to ensuring ethical, effective, and recipient-focused services. All applicants and recipients must:

* Be associated with or a recognized nonprofit organization (NGO, not-for-profit, hospital, or clinic) using supplies for international relief/health care to serve the poor in developing countries;
* Not use donated surplus for sale or as a means for profit;
* Have representation from both a US-based contact and a contact in the destination country;
* Have a commitment to serving all people regardless of age, race, gender, sexual orientation, or religious beliefs.

**Custom Box List of Supplies & Equipment**

Each Custom Box Applicant will need to prepare a list of requested medical supplies and list the quantities needed of each item. Applicants can use the “Custom Box List of Supplies and Equipment” to assemble this information.

A sample list of commonly requested items to request in a SOS Custom Box is available on our website and in this program description. Availability and quantity of items fluctuate based on donations from our health care partners. Therefore, we cannot guarantee that all items will be in stock at the time of your application approval. There is a limitation on the number of durable items (especially surgical instruments) available to applicants. Our inventory is sorted to remove expired, soiled, and/or broken items. Applicant will be able to select items *only* from the Custom Box List of Supplies and Equipment. If you are interested in items in the SOS warehouse but not on this inventory list, your application will be treated as a **Pallet or Container Program** to which appropriate fiscal requirements apply.

The Custom Box Program offers a selection of **dry supplies** in the following categories:

Anesthesia

Bovie

Cardiovascular

Clothing

Dental

Diabetic

Dialysis

Drapes (Medical)

Dressing (Medical)

Endoscopy, laparoscopy, & staplers

Ear, nose, and throat (ENT)

Eye (Ophthalmology)

General Surgery

Gloves

Incontinence

Intravenous (IV)

Instruments (Medical)

Laboratory

Needles

Neurology

Nutrition

OB/GYN

Orthopedic

Ostomy

Oxygen

Plastic Containers

Skin Prep

Sterilizer Supplies

Suction

Suture

Syringes

Tracheal Supplies

Urology

The Custom Box Program also offers a selection of **medical equipment**, such as: crutches, canes, walkers, and wheelchairs; digital thermometers; nebulizers; and sphygmomanometers (BP). For a full list of the equipment that might be available for a Custom Box, see the “Custom Box List of Supplies & Equipment” sheet posted on our website. There is a limitation on the number of durable items available to applicants.

**Adapter Plugs & Transformers** - Medical equipment from Supplies Over Seas will be 110V/60Hz with American outlet plugs and it is the applicant’s responsibility to purchase the adapter plugs and step-down converters. Applicants who need transformers or adapters can order them on-line at: [www.voltageconverters.com](http://www.voltageconverters.com)

**Pharmaceutical Supplies**

SOS does not accept or store donated pharmaceutical supplies. If you are in need of pharmaceutical supplies, you may want to contact:

* [MAP](http://www.map.org/) (Medical Assistance Programs) www.map.org
* Kingsway Charities www.kingswaycharities.org
* Blessings International www.blessing.org

**Application Approval**

Once application is approved, SOS will contact applicant to confirm availability of requested supplies and equipment. At this time, the base administrative fee of $100 is due.

**Reserve Inventory**

SOS cannot reserve inventory items until application is approved and the initial base administrative fee of $100 is paid. Once this process is completed, requested items will be pulled from inventory and weighed. Any additional administrative fee for weight over 40 pounds will be assessed.

**Custom Box Packing**

SOS Staff are responsible for packing the approved inventory for the Custom Box. Individuals will not be allowed to pack custom boxes.

**Shipping**

If applicant is requesting the Custom Box to be shipped, SOS will work with applicant to determine requested shipping method and date to ship. It is the responsibility of the applicant to pay all shipping costs and any in-country fees if appliciplicable. Once shipping date has been set, Custom Box will leave the SOS warehouse. SOS does not have the capacity to store supplies that applicants have selected. No supplies will leave SOS headquarters without full administrative fee and full shipping payment having been made.

**Cancellations**

If for any reason applicant has to cancel the Custom Box, SOS will assess a $50 cancellation and restocking fee.

**Arrival Notification**

It is the responsibility of the applicant to notify SOS in a timely manner once the Custom Box has been received at the stated shipping destination.

**Accountability/Documentation**

Approved applicants will be given a **Custom Box Report Packet.** SOS receives surplus medical supplies from a variety of donors. Through our donors’ generosity, SOS is able to share cost-saving and life-saving materials. For this reason, we must document to our donors how their supplies are being used.

The Custom Box Packet you will receive will include a “Custom Box Report,” a document listing questions from SOS donors. All organizations requesting SOS supplies and equipment must document how those materials are used at their final destination by returning to SOS a Custom Box Report and taking photographs of the clinic or hospital using the supplies. SOS likes to receive photos that convey healthcare conditions in the recipient community. Photos should include but are not limited to: the exterior of the clinic/hospital; clinic/hospital signage; the interior of the clinic/hospital; unpacking the supplies; supplies being put on shelving; and the public being served by the supplies.

Because this documentation is so important to the future success of SOS, failure to supply photos or written documentation may restrict the requesting organization’s ability to apply for supplies in the future.

**Feedback/Customer Experience Survey**

Upon receipt of the Custom Box or return from your mission trip, you will receive a **Customer Experience Survey**. The survey is to be completed and returned to SOS in a timely fashion. This feedback will help SOS continue to deliver quality service and to make continual improvements to our programs.

**Financial Responsibility**

Once your Custom Box application has been approved, the initial $100 administrative fee/SOS donation must be paid **before any inventory can be pulled** and held for your requested destination. The Custom Box administrative fee/SOS Donation of **$100 covers the first 40 lbs.** Each **additional pound will be charged $2**. No supplies will leave SOS headquarters without payment of the administrative fee and the shipping fee having been made.

While our healthcare partners donate the surplus medical supplies to Supplies Over Seas, recipients or their sponsors are asked to pay an administrative fee/SOS donation to help cover some of the costs of our operations that ensure we have the supplies to meet your needs.

Your tax-deductible donation enables Supplies Over Seas to operate all programs and equip your team with requested supplies.

**Payment Options**

The following payment options are available: Cash, US check, credit card (AMEX, Visa, MasterCard, Discover); through PayPal on the SOS website; or wire transfer.

**Request an Application**

**Call:** 502-736-6360

**Email:** Admin@SuppliesOverSeas.org

**Questions** 502-736-6360 (office)