



## Custom Pallet Program Description

**Supplies Over Seas (SOS)** supports short and long-term medical mission trips for individuals and groups who provide health care to underserved patients in developing countries all over the world. For medical mission teams who wish to transport medical equipment for large-scale projects or for clinics and hospitals abroad in need of supplies, SOS offers the option of our custom-built pallet program using standard sized pallets (40" x 48"). Mission teams are able to customize their pallet with requested supplies and equipment that are hand-picked and packaged in our warehouse. SOS-packed pallets can either be picked up at SOS headquarters or shipped. A list of the items available is provided in the Inventory section of this program description and on the SOS website. *Please keep in mind that the availability and quantity of items fluctuate based on donations.*

Once an application is approved a \$2,000 administrative/SOS donation fee must be paid prior to customizing a pallet. The weight and value of the pallet will vary based on the supplies you choose. Depending on the inventory in the SOS warehouse, the process of applying for and creating a pallet can be completed as quickly as two weeks. The initiating organization is responsible for determining any height or weight restrictions established by shipping companies. The initiating organization is also responsible for arranging the shipment, paying shipping costs and any documentation costs required by the destination country.

Prospective applicants will want to take the time to read this full program description, review the application and understand the financial responsibilities, documentation requirements, shipping release and release/indemnity information.

### Custom Pallet 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. Here are the steps in the process of requesting and shipping a pallet/s:

1. Secure funding for the \$2,000 sponsorship fee and the costs associated with shipping the pallet and clearing it through customs. Applicant is also responsible for any crating fees.
2. Complete and return the Application for Custom Pallet. The application collects information about the sponsoring and receiving organizations, financial responsibilities, documentation requirements, shipping responsibilities and release/indemnity information.
3. SOS will review the Application. If the User Requirements (below) are met, SOS will approve the application. At that point, payment in full of the \$2,000 sponsorship fee must be made in order to advance to the next step.

4. Complete and return the SOS Order Form. This order form is to be used as a guide to select needed medical dry supplies and equipment for your shipment. Because we rely on donations of supplies from our Hospital Recycling Partners, exact quantities may not be available at certain times. Order Forms are also available in Spanish and French.
5. SOS will develop a Pro Forma invoice for the container and a Letter of Donation. Applicant will secure the necessary clearance documents from the government of the destination country confirming that this shipment will be allowed into the country duty-free. This is usually a formal letter from the Ministry of Finance or Treasury, but varies widely by country.
6. If requested on the Application, SOS will obtain shipping quotes and work with the sponsor to develop an understanding of any documentation, inspection, or certification requirements. The responsibility for following costs is the sole responsibility of the sponsoring and recipient organizations:
  - Shipping fees – domestic, international, in-country
  - Inspection, certification, or document fees (which vary by country). SOS has developed a standard document package that is sufficient for the vast majority of customs offices. Documentation, beyond the Supplies Over Seas standard, is the responsibility of the Requesting/Recipient Organization.
  - Demurrage, or port storage fees
  - Duties or customs fees
  - Other fees incurred in the recipient country
  - Any costs associated with crating supplies or equipment
7. When the shipping fees have been paid (and crating fees if applicable), either directly to the shipping company or via payment to SOS, who pays the shipping company, the shipment will be scheduled. SOS will provide one copy of the shipping documents to the driver. The originals of the shipping documents will be mailed to the Notify Party specified in Section E of the Application for Container Shipment. The requesting/recipient organization is responsible for the courier or mailing fees for the document package.
8. Receipt Documentation - 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, all organizations requesting SOS supplies and equipment must document how those materials are used at their final destination by returning to SOS a written 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.

## User Requirements

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

- Be 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.

## Inventory

Below is a sample list of commonly available medical dry supplies and equipment stocked in the SOS warehouse. 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 request. Our inventory is sorted to remove expired, soiled, and/or broken items.

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

Anesthesia	Laboratory
Bovie	Needles
Cardiovascular	Neurology & Neurosurgery
Clothing (Medical)	Nutrition
Dental	OB/GYN
Diabetic	Orthopedic
Dialysis	Ostomy
Drapes (Medical)	Oxygen
Dressing (Medical)	Plastic Containers
Endoscopy, laparoscopy, & staplers	Skin Prep
Ear, nose, and throat (ENT)	Sterilizer Supplies
Eye (Ophthalmology)	Suction
General Surgery	Suture
Gloves	Syringes
Incontinence	Tracheostomy Supplies
Intravenous (IV)	Urology
Instruments (Medical)	

The Custom Pallet Program offers a selection of **medical equipment**:

Aspirators (suction machines)	Lab analysis systems
Beds (manual and electric)	Med carts
Bedside tables	Medical storage cabinets
BiPAPs and CPAPs	Over-the-bed tables
Centrifuges	Pediatric immobilizing units
Chairs (waiting room, doctor, patient)	Pediatric tent systems
Computers	Physical therapy devices
Crutches, canes	Plastic toilet chairs
Cautery machines	Pulse oximeters
Defibrillators	Refrigerators
ECGs, EKGs (heart)	Sigmoidoscopes
EEGs (brain) or EMGs (muscle)	Shower chairs for disabled
Exam lights (light sources & lamps)	Sphygmomanometers (BP)
Exam tables	Surgery tables
Feeding pumps	Vision test machines
Fetal monitors	Vital signs monitors
Filing cabinets	Walkers
Fracture tables	Weight scales (adult and infant)
Gauges (for oxygen tanks)	Wheelchairs
Gurneys (stretchers)	X-ray machines
Hearing test machines	X-ray viewers
I.V. poles	
I.V. pumps	

**Adapter Plugs & Transformers** - Medical equipment from Supplies Over Seas will be 110V/60Hz with American outlet plugs. It is the applicant's responsibility to purchase the adapter plugs and step-down converters necessary to operate the equipment correctly in the country where it will be used. 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 your mission trip needs pharmaceutical supplies, you may want to contact:

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

### **Customizing Your Pallet**

SOS must receive the \$650 administrative/SOS donation fee prior to customizing your pallet. Once the fee is paid, SOS staff will communicate closely with applicants through a series of emails or via telephone to determine available inventory for your custom pallet. An appointment is necessary for those who wish to come into the warehouse to hand-pick items. Due to staffing

constraints, if for any reason you cannot keep your scheduled appointment, please call SOS Headquarters immediately to reschedule so that valuable staff time can be allocated wisely.

### **Accountability/Mission Trip Documentation**

Approved applicants will also be required to complete a **Pallet 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. 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.

The Report Packet you will receive will include 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 Report Packet and providing feedback regarding how the supplies are used in the recipient community:

- Photographs and videos of the clinic or hospital using the supplies; 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.
- Recorded or written interviews with patients, physicians, families, and volunteers (Always get consent to share).
- Anecdotes and photographs of patients who have benefitted from the shipment. Should include name, age, occupation, and a brief description of specific health issues they faced and how SOS supplies helped.
- Letters of thanks from patients, staff and community members.

### **Financial Responsibility**

The Pallet administrative fee/SOS donation of **\$2,000**. No supplies will leave SOS headquarters without payment having been made. Shipping costs and documentation costs for the destination country are the responsibility of the applicant.

If you are not shipping your pallet, but picking it up from the SOS warehouse, be prepared to pay the administrative fee/SOS donation. 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 the Medical Team Store and equip your team with the supplies you need.

### **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 or Questions**

**Call:** 502-736-6360

**Email:** Admin@SuppliesOverSeas.org

Delivering a **World of Health and Hope.**

---

1500 Arlington Avenue | Louisville, KY 40206 | 502-736-6360 | [www.SuppliesOverSeas.org](http://www.SuppliesOverSeas.org)