



i n t e r n a t i o n a l

SEA CONTAINER MINISTRY GUIDE

Rays of Hope, 446 Grandville Ave SW, Dock #6, Grand Rapids, MI 49503

For deliveries, information, and tours:

Contact Ray at ray.raysofhope@gmail.com or 616.570.3575.

TABLE OF CONTENTS

| <i>ITEM</i> | <i>PAGE NUMBER</i> |
|--|--------------------|
| Contact Information Form | 2 |
| Manifest Packing List | 3 |
| Directions to Grand Rapids, MI Warehouse | 4 |
| Map of Grand Rapids | 5 |
| Step by Step Instructions for Shipping | 6 |
| Shipping Costs | 7 |
| Key Terms | 8 |
| Additional Information | 9 |
| Frequently Asked Questions | 10 |
| P.A.I.L. Project Community Opportunity | 11 |
| Sample Label | 12 |

CONTACT INFORMATION FORM

Please complete a separate Contact Information Form for each recipient.

*Only one contact information sheet needs to be completed unless you are shipping to different recipients.

| FROM | SENDING ORGANIZATION INFORMATION |
|------------------------|----------------------------------|
| Name | |
| Street Address | |
| City, State & Zip Code | |
| Contact Person | |
| Phone Number(s) | |
| Email Address | |

| TO | RECEIVING ORGANIZATION INFORMATION (IN HAITI) |
|------------------------|---|
| Name | |
| Street Address | |
| City, State & Zip Code | |
| Contact Person | |
| Phone Number(s) | |
| Email | |

For office use:

Container Ship Date _____

Container Confirmation _____

MANIFEST PACKING LIST

(Must be completed for by sender for shipment to Haiti)

| | |
|---------------------------------------|--|
| Date | |
| Contact Name (receiver in country) | |
| Phone Number (in country) | |

| Quantity | Type of Packaging | Contents |
|----------|-------------------|----------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Make copies of this page for additional items.

Page _____ of _____

DIRECTIONS TO RAYS OF HOPE

Location: 446 Grandville Avenue SW (downtown Grand Rapids).

- Easily accessible from the US 131 Expressway, Wealthy Street Exit 84-A.
- At the exit turn west and proceed to Grandville Avenue (first light).
- Turn south (left) onto Grandville Avenue SW.
- The warehouse is the third building on the left hand side (just past Sherwin Williams Paint Store). It is a large L-shaped (six story) brick building with an unpaved parking lot.
- Go to Dock # 6.
- If no one from Rays of Hope is on the dock please call Ray at 616.570.3575 or Kim at 616.318.7378.

Directions From the South (Kalamazoo):

- Take US-131 north to the Wealthy St exit (84-A) (this will be a left-hand exit)
- Turn left onto Wealthy.
- Turn left on Grandville Ave SW (first light)
- Warehouse is third building on your left.

From the Southwest (Holland):

- Take I-196 East (towards Grand Rapids) to US-131 South.
- Take US-131 South to the Wealthy Street Exit (84-A).
- Turn right onto Wealthy.
- Turn left on Grandville Ave SW (first light).
- Warehouse is third building on your left.

From the North (Cadillac/Big Rapids):

- Take US-131 South to the Wealthy Street Exit (84-A).
- Turn right onto Wealthy.
- Turn left on Grandville Ave SW (first light).
- Warehouse is third building on your left.

From the East (Lansing or Detroit):

- Take I-96 West toward Grand Rapids.
- After passing the Cascade Exit, stay in the left lane. I-96 will split into I-196 to the left (Gerald Ford Freeway) towards GR/ Holland and I-96 to the right towards Muskegon. Continue to the left following I-196 towards GR/ Holland.
- Follow I-196 west towards downtown Grand Rapids.
- Take the US 131 exit towards Kalamazoo (South). This exit will be on your left.
- Take US-131 South to the Wealthy Street Exit (84-A).
- Turn right onto Wealthy.
- Turn left on Grandville Ave SW (first light).
- Warehouse is third building on your left.

From the West (Grand Haven/Muskegon)

- Take I-96 East toward Grand Rapids.
- Take US-131 South to the Wealthy Street Exit (84-A).
- Turn right onto Wealthy.
- Turn left on Grandville Ave SW (first light).
- Warehouse is third building on your left.

MAP OF GRAND RAPIDS, MICHIGAN



STEP BY STEP

Step One

Get your items ready for shipping. (box, crate, tape, tub, whatever works!)

Step Two

Completely fill out the following forms:

1. Contact Information Form
2. Manifest Packing List

Step Three

Create labels for each box, crate, tub, etc. (It is great to have more than one label per package. Please make the labels size appropriate. If you are shipping a big crate please make a big label.)

Step Four

Measure and calculate your shipping costs. (See page 7)

Step Five

Put the labels, Contact Information Form, Manifest Packing List and payment for shipping (unless prior arrangements have been made) in an envelope. Put the envelope inside your box, crate, tub, etc. If there is more than one box, crate, tub, etc. please mark the one containing the envelope with *Packing Information Inside*.

Step Six

Send or deliver your packages to:

Rays of Hope

Dock #6

446 Grandville Avenue SW

Grand Rapids, Michigan 49503

616.570.3575

Step Seven

We will contact your receiver in Haiti as soon as we unload the container into our warehouse in Port-au-Prince to set up a pick up or delivery time. (Delivery in Haiti is an additional fee. There is no additional fee for pick up unless your receiver needs additional equipment or man power for loading.)

SHIPPING COSTS

Price Includes

Shipping cost covers transportation from our warehouse in Grand Rapids, Michigan to our warehouse in Port-au-Prince, Haiti.

Measuring

Boxes and crates are easy to measure. Anything that is oddly shaped can be more difficult to calculate. Please measure the widest, highest, and deepest points of your items.

Prices per Cubic Foot

To calculate the number of cubic feet of boxes, crates, containers, etc., follow these steps.

1. Measure the Width (W), Height (H), and Depth (D) for the containers in inches.
2. Multiply $W \times H \times D$.
3. Divide that number by 1728 (the number of cubic inches in a cubic foot) to get the number of cubic feet.
4. Multiply the number of cubic feet by \$8 to get your shipping cost.

Example:

A box that measures 22 inches wide, 16 inches high and 14 inches deep would be 4,928 cubic inches ($22 \times 16 \times 14 = 4,928$).

4,928 cubic inches is 2.85 cubic feet ($4928 / 1728 = 2.85$).

Shipping cost is then \$22.80 ($2.85 \times 8 = 22.80$).

ALL CALCULATIONS ARE DONE IN INCHES

Payment is required prior to shipping. Rays of Hope will confirm the measurements. Payment is due when your items are delivered to the warehouse unless prior arrangements have been made. Payments must be received before items are shipped to Haiti. Remember: You are responsible to keep an accurate list of the contents. Please make copies of all paperwork for your records.

Warehouse in Port-au-Prince

Pick Up After the container has been unloaded into our warehouse, your Haiti contact (that you supplied on the Contact Information Form) will be notified so that a pick up can be coordinated.

Delivery in Haiti Delivery of your items can be arranged in Haiti for an additional cost. Call for pricing.

Warehouse Usage

Because of space limitations and our desire to provide the best possible service to many organizations, only items that are scheduled for shipping in the next available container can be delivered to our warehouse in Michigan. Once those items are unloaded in Port-au-Prince, arranging of pick up or delivery needs to be made promptly. If we are not able to get in contact with the recipient, you will need to assist us so that the items do not stay in our warehouse for very long. We will do everything in our power, based on the information that you provide, to contact your Haitian representative for pick up or delivery of items. If we are not able to make contact within 21 days of initial contact date we will contact you

Time Limits in Haiti

We will do everything in our power, based on the information that you provide, to contact your Haitian representative for pick up or delivery of items. Our warehouse space is limited and we need items picked up or delivered as close to their arrival date as possible. If we are not able to make contact within two weeks of unloading the container, we will expect you to make contact for us. Any items left in the warehouse for more than 30 days will be charged \$350 per month for storage.

KEY TERMS

Boxed Supplies

To assist with the shipment we request you try to pack each box with near identical items or items used for the same purpose. A list of key terms is provided to help identify items that can be classified under these general terms. The boxes must be sealed securely. Boxes should not weigh more than 65 lbs. Please use the following terms to describe the contents of your boxes.

- **School Supplies** includes backpacks, pencils, pens, paper, books, chalkboards, scissors, rulers, etc.
- **Medical Supplies** surgical and hospital supplies, scrubs, crutches, band aide, wraps, over the counter and prescription medicines. NOTE: any medicine should be carefully checked and not be expiring within six months of the ship date.
- **Sports Equipment** balls, uniforms, caps, etc.
- **Clothing** new and used clothing is acceptable. You must distinguish between new or used.
- **Shoes** including beach shoes, sandals, boots, slippers)
- **Hygiene Supplies** health and beauty aids including all toiletries items. Soap, shampoo, lotions, toothbrush and toothpastes, etc.
- **Agricultural Supplies** Seed, tools for farming, etc.
- **Automotive Supplies** parts, tools, etc. (no vehicles)
- **Toys**
- **Food** note: food needs to be secured well. Be sure to pack food items such as rice, flour, and dry soup in air-tight containers. These containers should be purchased at your own expense. Canned food can be packed in the boxes supplied.
- **Religious Supplies** Bibles, pictures, etc.
- **Household Items** Fabric, sheets towels, lamps, dishes, pots, cups, utensils, thread, sewing machines, televisions, etc. (These items need to be itemized per customs regulations.)

Oversized items

Oversized items will be accepted. If they are too large for the box it must be properly packed or crated to prevent damage to it or other items during shipment or handling. These items must be listed separately in the manifest by quantity shipped. Ex: 5 bicycles, 3 treadle sewing machines, 1 generator, etc.

Transportation to our Warehouse in Grand Rapids

Transporting via Trucking Company If transporting your supplies will be done through a 3rd party carrier, such as a trucking company, the boxes can have the original labels for the receiver in Haiti. The label should be addressed to the one in Haiti who is receiving the box. Be sure to include their name and their telephone number.

Transporting via Mail Service (FedEx, UPS, USPS, etc.) Supplies shipped through a mail service must be addressed to Rays of Hope, 446 Grandville Ave SW, Dock #6, Grand Rapids, MI 49503 616.570.3575. You will need to include the contact information sheet, manifest packing list and labels for each box in one envelope in one of the boxes (if shipping more than one box). Please be sure to clearly mark which box contains the envelope with all of the paperwork. We will affix your label(s) to the box(es). Be sure to number the boxes as well.

Personal Delivery to our Warehouse in Grand Rapids

Call for Warehouse Receiving Hours Call Ray at 616.570.3575 or send an email to ray.rayssofhope@gmail.com to set up a delivery time.

ADDITIONAL INFORMATION

Items Available at Rays of Hope

Thanks to the generosity of so many, we receive donated items that we make available for whatever mission organization needs them around the world. Our 20,000 square foot medical room is a revolving supply of everything from surgical gloves and syringes to hospital beds and ultra sound equipment. Additional, donations of non-perishable foods, personal hygiene items, office furniture, school supplies, and more fill other parts of our warehouse. Not everything is available all of the time but anything that we have we are happy to share with others that share our vision to help those in need.

Shipping a Full Container

If you have a full 20' or 40' container that you would like to ship from your warehouse in the United States to Haiti but need help getting the container cleared through Haitian Customs and delivered to your location in Haiti, we can provide that service. As long as the contents of the container are to be used for helping people and not for resale, we can take care of everything from your dock in the US to your destination in Haiti. Call 616.318.7378 for scheduling and details.

Visit Our Warehouse

If you are going to be in the Grand Rapids area and would like to visit our organization, please email or call to set up a time and date. We would love to see you!

Limits of Liability

RISK OF LOSS FOR SHIPMENT OF MERCHANDISE All merchandise shipped by Rays of Hope International is fulfilled in accordance with a Shipment Contract, FOB Clearwater, Florida. This means that the risk of loss and title for such merchandise passes to you upon our delivery to the designated carrier and Rays of Hope International is held harmless from and against any and all liability and costs incurred in connection with Shipment Loss/Damage Claims.

Apparent Project Cereal Boxes

We ship boxes of empty, flattened cereal boxes for Apparent Project. Please address the boxes to:

Apparent Project

c/o Rays of Hope

Dock #6

446 Grandville Ave. SW

Grand Rapids, Mi 49503

Please put an envelope inside the box with the following:

- Contact Information Form filled out with your information as the sender and Apparent Project as the receiver. You do not need to put the Haiti address for Apparent Project on this form.
- Manifest Packing List listing **empty boxes** as content.
- Payment for the shipping. (see pricing information, \$8.00 per cubic foot.)

FREQUENTLY ASKED QUESTIONS

- Q.** Does the manifest packing list need to be inside of the box or taped to the outside somehow?
- A.** We only need ONE Manifest Packing List and it should accompany the Contact Information Sheet. Please include this in your first box and label the box with “Packing List Enclosed.”
- Q.** Does the Contact Information sheet belong inside of the box?
- A.** It goes with the Manifest Packing List inside the first box labeled “Packing List Enclosed.”
- Q.** Do I need to fill out a customs form or is this something Rays of Hope does?
- A.** No. All customs work is done by Rays of Hope. The information is taken from your Manifest Packing List.
- Q.** How can I get an estimate of the next time a package is leaving for Haiti?
- A.** Unfortunately we can only ship when we have a full container. Normally this is about every four to six weeks, but we do not have exact dates, only estimates.
- Q.** Once my items leave for Haiti, how long will it take before we can get the boxes in Port-au-Prince?
- A.** When the container leaves our warehouse in Grand Rapids, Michigan it takes 3-4 weeks for the container to arrive in Haiti. After the container arrives it can take another 3-6 weeks to wade through all of the paperwork and signatures necessary to gain customs clearance. It can take even longer depending on what is happening with the various departments that we need permission from in Haiti. We work hard to get the containers to our warehouse in Haiti as quickly as possible but cannot make any guarantees.
- Q.** The **Key Terms** page states that if I am sending the supplies to the warehouse via UPS, I need to label the packages with your warehouse delivery address. Should I put our organizations name on the boxes too somewhere?
- A.** Yes, for carriers such as UPS, FedEx, USPS, the boxes need to be addressed to our warehouse, not the final destination in Haiti. One suggestion is you can label the box to the recipient C/O Rays of Hope, 446 Grandville Ave SW, Dock #6, Grand Rapids, MI 49503. We will put on the appropriate labels once received and match the number of boxes to your Manifest Packing List. We can pull the “ship to” information from your Contact Information Sheet.

rays of hope

i n t e r n a t i o n a l

Help for Haiti!

The P.A.I.L. Project

Providing Aid, Impacting Lives

- Fill a 5 gallon pail.
- Include \$10 for shipping.
- Help a family in Haiti.

Pails are available at home improvement stores like Home Depot and Menards for around \$3.00 each with a lid or through Rays of Hope for free when available. Fill a pail with food, personal care or baby items.

Include a personal note, picture of your family, favorite verse or poem.

Food Pail

Rice
Beans
Cooking Oil
Canned Foods
Can Opener
Peanut Butter
Dry Milk

Personal Care Pail

Soap
Towel
Tooth Brushes
Tooth Paste
Hair Ties
Shampoo
Vaseline

Baby Pail

Diaper Rash Cream
Diapers
Infant Formula
(not expired)
Infant Medications
Children's Vitamins
Small Toys

Rays of Hope (a 501c3) has been bringing aid to the poorest of the poor in Haiti for over ten years. The pails can be picked up at our warehouse in Port-au-Prince by your partner in Haiti or we can distribute them to those in need. The pails are just as valuable as the contents. The families will use them to carry water, wash clothes, store food.

Rays of Hope 446 Grandville Ave. SW Grand Rapids, MI 49503 Loading dock # 6
Kim Sorrelle—(616) 318-7378 kim@raysofhopeforhaiti.org www.raysofhopeforhaiti.org

SAMPLE LABEL

Rays of Hope

446 Grandville Ave. SW

Grand Rapids, Mi 49503

Receiving Organization in Haiti

Contact Address

Contact Person

Contact Person's Phone Number