



Service to Servants, Inc.

## Shipping Instructions and Frequently Asked Questions

**Why:** STS was born by a God given desire to assist His servants in Liberia. During many conversations with many missionaries serving in Liberia, four common needs surfaced clearly. STS was born to address those four needs, and logistic problems were one of the needs mentioned most often. Servants in Liberia are having difficulty receiving goods and materials due to the cost and security of international package shipping. STS desires to network many Christian ministries together to provide a cost effective and secure method of shipping goods from the United States to Liberia in order to strengthen fellow servants' ability to bring the people of Liberia into the Kingdom of Christ.

**Cost:** The costs formula for shipping cargo to Liberia is our “6 plus 6” formula. We charge **\$6 per cubic foot plus 6% of the cargo's value**. STS desires to “break even” with our shipping service. We only charge our shippers the total costs of our net cash outlays. All of the costs of receiving, logging, storing, loading, and unloading are provided by STS as our ministry to you.

**Shipping Labels:** An STS shipping label must be used for each package. Please complete the label in its entirety. All of the information requested is to aid STS in the clearing process and to provide a secure delivery to the recipient in Liberia. We ask that you place a label inside your package and tape one **securely** to the outside of each package. STS will not open your packages unless a label is torn away during the shipment, and the label inside will ensure we can get your package to the recipient. For larger items such as generators, bicycles, etc. we ask that you try to secure a label to each item.

**Drop Shipments:** If you would like to purchase new items from catalogs or online and have them shipped to STS directly, you are free to do so. We ask that you complete a STS shipping label for each of your items, and email the labels to [shipping@servicetoservants.com](mailto:shipping@servicetoservants.com) **with the tracking numbers of your shipment**. STS receives many packages and this procedure will assist us in correctly matching your label with your package. STS will measure your packages and invoice you for your share of the shipping costs.

**Valuation:** The STS shipping label asks for a value for the package. Liberia charges its “Duty Free” shippers 5 - 11% duty on the value of all cargo shipped into their country. Liberian officials determine the value. STS uses all of the information on the shipping label to compile a detailed packing list for each container of cargo. We believe that by helping Liberian Customs with the value, they don't tend to overestimate the value as much as they would without our help. **We ask our shippers to be completely honest here. If you are shipping new items, please use your purchase price without the costs of tax or freight. If the items shipped are used, we ask you to estimate the value on the low end, such as what you might pay for the item at a local garage sale or thrift store.** Duty is charged on all items shipped regardless of whether they are to be sold or shipped as a gift.

**Packaging:** All cargo must be packaged securely. **All boxes and containers need to be heavy enough to support its contents and support additional cargo within a stack.** Packages should be taped well and the use of the STS shipping label is required. Large items such as vehicles, generators, bicycles, etc. do not have to be packaged, but the shipping label is still required.

**Cubic Feet:** You can determine the cubic feet of your packages by measuring the width, height, and length in inches and using the following formula:  $[(\text{Width} \times \text{Height} \times \text{Length}) \div 1,728] = \text{Cubic Feet}$

If you are shipping large or odd shaped items, please use overall measurements (max height, width, length) in determining your cost. You are welcome to combine odd shaped items to minimize cost (for instance you could interlock two or more bicycles before measuring the overall size).

**Where:** Send your packages and freight payments to the following address:

Service to Servants, Inc.  
% Clark Iron & Metal Co., Inc.  
217 Hillard Dr.  
Murfreesboro, TN 37129

Packages may be delivered to STS on Monday through Friday from 7:30AM to 5:00PM Central Time.

**Delivery:** STS has formed a sister ministry in Monrovia, “STS – Liberia”. Rev. Robert B. Cuppah, pastor of the Sinkor Evangelical Church, has been hired as the STS – Liberia chief operating officer. Long before the container arrives in Monrovia, Rev. Cuppah will have a complete list of all recipients of cargo shipped on that container. He will clear the container through the port and contact each recipient to arrange for the pickup or delivery of the cargo.

**Travel Time:** The “quoted” travel time of shipments to Liberia is 35 -45 days. However, Liberia is a long way away, and no steam line travels directly to Liberia. Most carriers make stops at many ports before reaching Monrovia. Many times the container will be transferred from one ship to another before reaching Liberia. This leaves a multitude of potential delays such as weather, equipment failure, human error, etc. One of our past containers was being transferred to another ship in France when a strike by the French port workers caused a huge delay. We estimate a travel time of 40 days, but we can not in any way guarantee a delivery time.

**Vehicles:** STS can ship one passenger vehicle per container. We will ship vehicles on a first come – first serve basis. The \$7USD per cubic foot charge applies to vehicles but STS may have to charge additional duty cost depending on the vehicle’s value. In addition, STS must also charge vehicle shippers a fee of \$350USD to cover additional clearing cost, hazmat inspections, and the cost of materials used to secure the vehicle within the container. Please use overall measurements when determining your cubic feet of a vehicle (max length, max height, and max width with the mirrors pulled in). We realize that this method of measurement creates a larger total size than the actual vehicle, but we are very limited in how we can use the space above and beside a vehicle.

STS will prepare the vehicles for export shipping. We are required to drain the fuel tank, and we will disconnect and tape up the battery terminals. We must have a clear title (no liens on the vehicle) at the time of delivery to Murfreesboro, TN. We need receipt of the title two weeks prior to departure date, even if the vehicle is delivered later. If the vehicle is a new purchase for you and is titled in the previous owner’s name, you do not have to register the vehicle in the US before shipping. The title must be signed by the previous owner, and must have the purchaser’s name documented. We can clear the title through Liberia so that you may register the vehicle there.

You are welcome to fill the vehicle with goods as long as you leave the driver area of the vehicle completely clear. All items within the interior of the vehicle do not have to be labeled, but all cargo in the open bed of a pickup truck must be boxed and labeled. Contents delivered in the open bed of a pickup truck will be unloaded in Murfreesboro and stored in a storage trailer along with all other packages while waiting for the container loading date. The vehicle itself will be stored outdoors. STS reserves the right to use all available space within your vehicle for other packages. Space is money, and we want to be good stewards of all resources available.