

# Shipping personal items via Mercy Ships Holland



To support our crew, Mercy Ships provides the service (to crew and their families) to ship personal items within regularly scheduled cargo containers and courier/airfreight shipments. This service is provided through the ISC (USA) and the European Distribution Center (EDC, Holland). The following list of FAQ is for shipping personal items via the EDC in Holland.

## What options do I have to send packages to the ship?

You have 2 options:

- » Crew Mail Boxes are sent out weekly. A piece of mail weighing 42 gram or less is sent free of charge. Anything over that is \$1.96 per 100g. The charges will be billed to the crew member upon the packages arrival to the ship. A size limit of 55cm exists for the crewmail. These boxes take 7-10 days to arrive onboard.
- » Containers depart monthly. There is no cost for sending your items on a container. These containers take 5-7 weeks to arrive onboard.

## Are personal items covered under Mercy Ships insurance?

We unfortunately cannot cover personal items in the event of a loss.

## What Items can I send to the Ship?

Most commonly used items can be shipped. Some of these items include: toiletries, snacks/food, office supplies, toys/games, clothing, bicycles, electronics, media, books, etc.

## Are there any items that I cannot send to the ship using CREWMAIL?

YES. The easiest way to determine whether you can send something via crewmail is to comply with the regulations the airlines have for cabin luggage: NO hazardous materials, flammable, toxic or corrosive liquids. NO bottles of liquids/fluids larger than 200ml (e.g. shampoo). Compressed gas (spray, deodorant, shaving cream), alcohol or products that contain lots of alcohol (e.g. wet wipes) etc.

## Are there any items that I cannot send to the ship using CONTAINER shipping?

YES. NO hazardous materials, flammable, toxic or corrosive liquids and solids.

## Are there any items that I cannot send to the ship regardless the mode of shipping?

YES. Anything that is not allowed to have onboard according to the code of conduct of the Africa Mercy.

## Can I send my medical prescriptions?

Yes, you can. We would advise you to send them via the Crew Mail Boxes since the containers take much longer to arrive.

## Is there a weight limit for packages going on a container?

Please do your best to keep packages under 25 Kg. Please contact the office first when you have a package that exceeds this limit.

## When do containers leave and arrive at the ship?

To find specific dates please refer to the Container Schedule found on the Navigator home page under the Schedules tab. Please note the 'Arrival Date' in country depicts the date a container will arrive to the port. Exact unloading dates can be obtained from the Purser's office.

## How should I pack and label my items?

- » For container transport, please pack your items in a sturdy box or suitcase. Odd size objects like bicycles can be sent as they are.
- » For crewmail, please pack your items as compact as possible.
- » For both: Label it properly with the full name of the crewmember receiving the parcel.

**When do I need to get my packages to a warehouse?**

Packages must be at the warehouse 1 week prior to the departure of a container.

**Can I send something directly to the ship myself?**

No. All mail must go through either one of the Mercy Ships distribution centers.

**Can I or someone I know drop off a package to the warehouse?**

Yes. Please deliver your package to the address below. A pre-advice to the email address below is appreciated. The warehouse opening hours are Monday-Friday, 0900-1600 hours.

**How do I know if my package got on a container?**

A Packing List is posted on the Container Schedule on Navigator. To view a containers Packing List click on the container you are looking into then click on the link.

**Who do I contact if I cannot find my package or when I do have another question regarding shipping via the EDC in Holland?**

Procurement and Logistics team at Mercy Ships Holland: [procurement.holland@mercyships.nl](mailto:procurement.holland@mercyships.nl).

**Where do I (or my family) send my packages?**

**CREWMAIL via Mercy Ships Holland**

Crew Member (Full Name & Department) AFRICA MERCY  
PER CREWMAIL  
p/a Mercy Ships Holland Ridderkerkstraat 20  
3076 JW Rotterdam  
The Netherlands

Example:

Bill White - Galley  
AFRICA MERCY  
PER CREWMAIL  
p/a Mercy Ships Holland Ridderkerkstraat 20  
3076 JW Rotterdam  
The Netherlands

**CONTAINER SHIPMENT via Mercy Ships Holland**

Crew Member (Full Name & Department) AFRICA MERCY  
PER CONTAINER  
p/a Mercy Ships Holland  
Ridderkerkstraat 20  
3076 JW Rotterdam  
The Netherlands  
Example:

Bill White - Galley  
AFRICA MERCY  
PER CONTAINER  
p/a Mercy Ships Holland  
Ridderkerkstraat 20  
3076 JW Rotterdam  
The Netherlands

**Packages from outside the EU region to the EDC**

Due to international customs regulations it may occur that when you place an international PERSONAL order to be shipped and delivered via the EDC warehouse can be charged with import taxes and duties  
It especially applies to EU deliveries that have their origin outside the EU  
The EDC does not facilitate in prepaying these charges and there are no procedures to charge these extra costs to any crew member. As a result all these particular deliveries will be refused and sent back to sender. Or get lost if there is no proper sender's address.

Therefore it is strongly recommended NOT to order anything at companies outside the EU that need to deliver to the EDC (which is inside the EU). This applies to ALL crew members, since it is these days fairly easy to order anything, anywhere in the world having it delivered anywhere in the world...

