

## Standard Operating Procedures (SOPs) Transport and Temporary Storage

March 2018

### OVERVIEW

This document provides an overview of the logistics services to be made available through the Logistics Cluster, how humanitarian actors responding to the crisis in the Republic of Yemen may access these services, and the conditions under which these services are to be provided.

The objective of these services is to enable humanitarian organisations to establish an uninterrupted supply chain that supports the delivery of humanitarian relief items to the affected population. These services are not intended to replace the logistics capacities of responding organisations, nor are they meant to compete with the commercial market. Rather, they are intended to fill identified gaps and provide a last resort option in case other service providers are not available.

These services are planned to be available until 31 December 2018, with the possibility of further extension. The services may be withdrawn before this date in part or in full, for any of the following reasons:

- Changes in the situation on the ground
- No longer an agreed upon/identified need
- Funding constraints

In addition to the services described in the following sections, the Logistics Cluster in Yemen provides sea and air transport services. For information on how to access sea and air transport services, please consult the relevant Yemen SOPs, namely: [Standard Operating Procedures \(SOPs\) – Djibouti: Sea Transport, March 2018](#); [Standard Operating Procedures \(SOPs\) - Djibouti - Air Transport Services, March 2018](#).

*This document will be updated, and services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the Yemen operations page (<http://logcluster.org/ops/yem10a>) and shared via the mailing list.*

### KEY NOTES TO USERS

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- i) Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in the Republic of Yemen are eligible to use these services (hereafter referred to as “service users”).
- i) Any communications, requests, and **all documentation** related to these services should be sent to: [Yemen.ClusterCargo@wfp.org](mailto:Yemen.ClusterCargo@wfp.org).
- ii) Customs clearances required for Yemen is the responsibility of the service user in all cases.
- iii) Customs clearance required for Djibouti is the responsibility of the service user in all cases.
- iv) Insurance for the cargo is the responsibility of the service user in all cases.
- v) Implementation of all services is dependent on the security situation, this will affect schedules and access.
- vi) Services will be provided in accordance with the priorities set by the Humanitarian Country Team. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

## OVERVIEW OF SERVICES

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### Yemen

- Road Transport **from Aden, Hodeidah and Sana'a** to accessible locations inside Yemen.
- Temporary Storage **in Aden, Hodeidah and Sana'a**.

## HOW TO ACCESS THE ROAD TRANSPORT SERVICES

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The following services will be made available on a free-to-user basis:

- Road Transport **from Hodeidah, Sana'a, and Aden** to accessible locations inside Yemen.

**NOTE: "Accessible locations" may vary, service users are encouraged to submit their SRF as soon as possible to allow the Logistics Cluster to assess the possibility for making the delivery.**

- Service users are responsible for ensuring that all customs formalities are met prior to transportation.
- Services will be planned based on the availability of transport capacity, access, security and permissions (the service includes obtaining the necessary permissions for the movement of cargo inside Yemen on behalf of the service user, including deconfliction).
- Transport can be requested for cargo in Logistics Cluster-coordinated storage facilities in Hodeidah, Sana'a, or Aden (see below TEMPORARY STORAGE SERVICES): the service user may also request collection of their cargo from the service user warehouse or from the warehouse of a commercial service provider acting on their behalf.
- Service users requesting collection of their cargo from their warehouse, or the warehouse of a commercial service provider acting on their behalf, will be responsible to arrange the loading.
- Service users will be responsible to arrange the unloading at the delivery locations; except in cases where the cargo is received into a Logistics Cluster-Coordinated storage facility (see below TEMPORARY STORAGE SERVICES).

### Procedure

- Service Users must submit a completed Logistics Cluster [Service Request Form \(SRF\)](#) a minimum of 48 hours before they expect to have the cargo ready to load. SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: [yemen.clustercargo@wfp.org](mailto:yemen.clustercargo@wfp.org)
- A single SRF for the Road Transport Service can have only:
  - **One location** where the cargo will be handed over for service(s) to begin (in the "FROM" field);
  - **One date** when cargo will be handed over for service(s) to begin (in the "Date Ready for Movement" field);
  - **One location** where the cargo will be handed back when service(s) end (in the "TO" field);

**Note:** General instructions for completing the SRF can be found on the Logistics Cluster website at the following link: [www.logcluster.org/document/service-request-forminstructions](http://www.logcluster.org/document/service-request-forminstructions)

- Service users must provide their organisations PO Number(s) for the cargo (in the "Consigner Reference" field).

- Service users requesting collection of their cargo from the warehouse of their clearing and forwarding agent are asked to provide contact details for their agent on the SRF in the “Clearing Agent” fields (including: agent/company name, telephone number, contact name, and e-mail address).
- Service users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.
- The Logistics Cluster will confirm receipt of the SRF within 24 hours, and will either:
  - request additional clarification or documentation required;
  - or, will register the SRF as “New” in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User. All enquiries on the status of cargo should be checked online using the tracking number: <http://rita.logcluster.org/rita2/public/track.htm>

**Note: At this point no commitment has been made to provide the service as requested.**

- The Logistics Cluster will review all “New” SRFs within 24 hours, and will either:
  - request additional clarification or documentation;
  - “Accept” the SRF; or
  - communicate the reason why the service cannot be provided at this time and give the Service User the option to “Cancel” or place the SRF “On-Hold”.
- For “New” and “On-hold” SRF status there is a limit of two weeks to provide all requested missing information and/or supporting documentation, or to make a agree on a resolution concerning “On-Hold” SRFs. If all requested information and/or documentation is not received within two weeks, or a resolution for the “On-Hold” SRFs is not communicated the SRF will be cancelled.

**NOTE: For transport requests from southern to northern Yemen, service users must submit the copies of exemption documents/customs clearance alongside the SRF. If the cargo has been procured locally in the south, rather than imported internationally, the SRF should be accompanied by either the commercial invoice, or by documents proving the purchase/payment of taxes. Without copies of these documents, the SRF will not be accepted.**

- Please note that this is a transport-only service. Insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organization.
- The requesting organization is responsible for the loading of the trucks at the point of origin. If the loading is undertaken at the Logistics Cluster warehouses, loading will be managed by the Logistics Cluster. The requesting organization is also obliged to provide the shipping documentation to the truck drivers.
- The Logistics Cluster may transport items from its common warehousing locations, using WFP waybills.
- The Logistics Cluster will confirm the time and pickup of the cargo, once trucks have been confirmed.

**NOTE: For “Accepted” SRF status all cargo must be ready to load at the agreed upon date. Any quantity of cargo not ready at that time will be recorded as “Not received from service user”. A new SRF will have to be submitted for the “not received” cargo, with a new ‘Ready to load’ date.**

- The Logistics Cluster will facilitate the transport of the cargo and keep the service user informed on the progress.
- At the final destination, the receiving organisation is responsible for the offloading of the cargo.
- The sending organisation, or the designated consignee, should confirm receipt through signing the waybill, which accompanies the cargo.

- Inquiries regarding the consignment should be sent to: [yemen.clustercargo@wfp.org](mailto:yemen.clustercargo@wfp.org)

**NOTE: The Logistics Cluster through WFP will apply for deconfliction and security clearances of the trucks on behalf of service users. To apply for deconfliction, service users must submit the cargo delivery plan alongside the SRF.**

## HOW TO ACCESS TEMPORARY STORAGE SERVICES

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The following services will be made available on a free-to-user basis:

- Temporary storage *in Hodeidah, Sana'a, Aden*.
- Temporary storage will be provided, subject to availability, in a common area to humanitarian organisations.
- Requests for shunting services, i.e. transport from the quayside in case of transport by sea, and from the airport in case of previous transport by air, should be included in the SRF for temporary storage.
- All storage space provided is temporary and for a specified time period. The storage space available and the time this is made available for may change according to the level of usage.
- Service users should check availability of storage minimum of 72 hours in advance by sending an email to: [yemen.clustercargo@wfp.org](mailto:yemen.clustercargo@wfp.org)
- Service users are responsible for ensuring the removal of their cargo prior to, or on the date agreed upon.
- In the event that additional time is required for storage usage, the service user must inform the Logistics Cluster of such requirements prior to the specified date agreed upon.

**NOTE: Additional storage time will be subject to availability and at the discretion of the Logistics Cluster.**

- Service users are required to submit a complete Logistics Cluster Service Request Form (SRF), SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: [yemen.clustercargo@wfp.org](mailto:yemen.clustercargo@wfp.org). SRF must be submitted a minimum of two working days before they expect to have the cargo ready to deliver to the storage facility.
- A single SRF for the Temporary Storage Service can have only:
  - **One location** where the cargo will be handed over for service(s) to begin (in the "FROM" field);
  - **One date** when cargo will be handed over for service(s) to begin (in the "Date Ready for Movement" field);
  - **One location** where the cargo will be handed back when service(s) end (in the "TO" field);

**Note: The Service Request Form** can be found on the Logistics Cluster website at the following link: [www.logcluster.org/document/logistics-cluster-service-request-form-srf](http://www.logcluster.org/document/logistics-cluster-service-request-form-srf). General instructions for completing the SRF can be found at: [www.logcluster.org/document/service-request-forminstructions](http://www.logcluster.org/document/service-request-forminstructions)

- Service users should provide their organisations PO Number(s) or any other internal Reference Number for the cargo (in the "Owner Reference" field) to facilitate tracking of their cargo.
- Service users requesting collection of their cargo from the warehouse of their clearing and forwarding agent must provide the contact details for their agent on the SRF in the "Clearing Agent" fields (including: agent/company name, telephone number, contact name, and e-mail address).
- Service users must submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.
- The Logistics Cluster will confirm receipt of the SRF within 24 hours, and will either:

[www.logcluster.org/ops/yem10a](http://www.logcluster.org/ops/yem10a)

- request additional clarification or documentation required;
- or, will register the SRF as “New” in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User. All enquiries on the status of cargo should be checked online using the tracking number: <http://rita.logcluster.org/rita2/public/track.htm>

**NOTE: At this point no commitment has been made to provide the service as requested.**

- The Logistics Cluster will review all “New” SRFs within 24 hours, and will either:
  - request additional clarification or documentation;
  - “Accept” the SRF; or
  - communicate the reason why the service cannot be provided at this time and give the Service User the option to “Cancel” or place the SRF “On-Hold”.
- For “New” and “On-hold” SRF status there is a limit of two weeks to provide all requested missing information and/or supporting documentation, or to make a agree on a resolution concerning “On-Hold” SRFs. If all requested information and/or documentation is not received within two weeks, or a resolution for the “On-Hold” SRFs is not communicated the SRF will be cancelled.
- After receiving confirmation from the Logistics Cluster the request has been accepted, the requesting organisation should inform the Logistics Cluster of the estimated date and time of the cargo arrival at the warehouse. The requestor should also provide contact details of the truck driver/convoy leader to the Logistics Cluster contact person to enable the trucks with cargo to be guided to the Logistics Cluster’s warehouse.
- The requesting organisation should also provide the Logistics Cluster with the waybill numbers (and if possible copies of the waybills) for the consignment, as well as the plate numbers of the trucks on which it will be delivered. This will enable the Logistics Cluster to easily identify the arriving cargo. However, if the agency is already using the Logistics Cluster facilitated transport services, these details will already be with the cluster.
- Service Users will bring their cargo to the Logistics Cluster warehouse at their own cost; offloading and handling-in will be arranged by the Logistics Cluster.

**NOTE: For “Accepted” SRF status all cargo must be received into the warehouse within two weeks of the agreed upon delivery date. Any quantity of cargo not received by that time will be cancelled and recorded as “Not received from service user”**

- The Logistics Cluster will confirm receipt of the cargo in the warehouse by updating the cargo tracking system.
- The Logistics Cluster will share a consignment report upon receipt of the cargo in the warehouse, which will include a tracking number and details of the consignment.
- Cargo will not be released from the warehouse unless the Logistics Cluster either receives a signed Release Order Form (ROF) from the consignor organisation or a scanned copy attached to email from a known agency contact or implementing partner.

**NOTE: All ROFs must indicate Consignment Number, number of units, volume and tonnage of the cargo to be released, and should specify to whom the cargo should be made available.**

- The Logistics Cluster will arrange handling-out and will confirm release of the cargo to the receiving organisation.
- Inquiries regarding the consignment information should be sent to: [Yemen.clustercargo@wfp.org](mailto:Yemen.clustercargo@wfp.org)

## LIMITATIONS AND CONDITIONS OF SERVICES

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- Only UN Agencies, International Humanitarian Organisations (i.e. IOM, IFRC, etc.), and International or National Non-Governmental Organisations (NGOs) operating in Yemen are eligible to use this service.
- When providing services under these SOPs, WFP acts as agent for the service users/ requesting organisations. WFP assumes no responsibility for storage or transportation and/or any loss or damage to the goods carried. The service users are responsible for making adequate arrangements for the insurance of their goods. WFP undertakes the services in good faith and will ensure that the services are carried out with due diligence.
- Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team.
- The Logistics Cluster does not regularly coordinate services for cold chain and dangerous goods, however requests for such services will be assessed on a case by case basis.
- **The point of contact for Yemen inquiries related to Air and Sea Transport, Road Transport and Temporary Storage services is [yemen.clustercargo@wfp.org](mailto:yemen.clustercargo@wfp.org)**