Cost Recovery Procedures
(Annex 7.7 of UNHAS Cameroon SAOP)
1. General

The service is funded through donor contribution mechanisms and nominal booking fees charged on the entitled humanitarian organisations. In principle UNHAS is free of charge for the humanitarian users, but since donor funding is hardly sufficient to meet project requirements, it becomes necessary to establish a partial or full cost recovery system.

2. Eligibility

The air service is intended for the use of the humanitarian community engaged in relief operations, and operating with the agreement of the Government of the countries of intervention. The United Nations Office for the Coordination of the Humanitarian Affairs (UNOCHA) maintains the list of registered and eligible agencies and NGOs.

Should it become necessary to define further, or limit those eligible to use the service, this would be done as advised by the User Group.

3. User Registration

Bookings and travel on UNHAS flights are only allowed to registered users (Humanitarian Agencies). Registration of new users shall remain the same.

Bookings and other transactions shall be conducted between UNHAS and user agencies through the agency’s Focal Points. It will be the duty of the Focal Point to pass on all the relevant information obtained from UNHAS to their travelling staff and vice-versa. This information may be such as flights/schedules/changes, cancellations and/or change of bookings, request for refunds etc. The agency should complete a new focal points assignment form in cases of changes of focal points.

4. Opening A Customer Account

Every agency/NGO has first to seek approval from UNOCHA to use UNHAS services. Once this is granted, the agency must submit the following to UNHAS:

1. OCHA approval Letter
2. A Focal Points Assignment Form
3. The signed UNHAS Financial Conditions
4. Agency Staff List

Upon receipt of the above documents, UNHAS will create a customer account for the agency. All transactions with the agency shall be processed through this account. The customer account number generated by the WFP WINGS system shall be the same one to be used in the Flight Management booking system. This will be a unique identification number and no two agencies will have the same number.
5. Payment of Advance Deposit & Account Management

Every registered agency will be required to pay and advance deposit of $1,000 (paid in XAF at UN operation exchange rate)\(^1\) as a starting fee to allow the agency to start using UNHAS services.

This deposit to be paid in advance, shall be used to cover the tickets issued for subsequent travel that shall be invoiced bi-weekly and charged to the customer account. Each booking to any destination other than Ndjamen shall be charged a nominal fee of $100 (paid in XAF at UN operation exchange rate) only per passenger, while any booking to and from Ndjamen shall be charged a nominal fee of $200 (paid in XAF at UN operation exchange rate). The minimum balance on any customer account at any time should be $500.

The deposit shall be paid directly in cash or by bank transfer to WFP’s bank account at Standard Chartered Bank (see details below), and a copy of the payment should be delivered to WFP Finance to allow updating of the agency account and issuance of an official WFP receipt. No cash payment shall be received in the office.

\(^1\) UN Operational Exchange Rates change monthly. Customers will be advised on the rate of exchange every month.

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<th>STANDARD CHARTERED BANK CAMEROON S.A.</th>
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<td>Avenue de l'indépendance, BP 1784, Yaoundé</td>
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6. Bookings on Customer Accounts

Booking procedures shall remain the same as they are currently.

7. Invoicing & Customer Statements

At the end of every two weeks, UNHAS Finance will issue customer invoices to each agency whose booked staff have actually travelled on UNHAS flights as per the revised manifest. These invoices shall be charged to the customer account that will reduce the advance deposits accordingly. Customer statements shall be issued monthly. UNHAS will also provide interim statements with a current status of account should a customer request it.
The agency must replenish their customer account to ensure it remains in credit to cover the invoices as they are issued. Any agency whose advance in the customer account falls below the minimum threshold will be denied access to flight services, and their account will be frozen until a replenishment to the account is made.

8. Bookings on Cash Accounts

In exceptional circumstances such as when an agency with a customer account needs to make bookings for sponsored individuals where the flight is to be paid by the individual, the individual will make a cash deposit into the bank to cover the costs for each individual booking.

To initiate the process, a booking request shall be submitted to UNHAS booking office. When the booking office confirms the availability of seats, and that other requirements have been met, the booking shall be entered in EFMA. After the requisite ticket cost has been deposited by the customer in the WFP bank account, and the deposit slip delivered to UNHAS Finance for receipting, the agency focal point will be provided with the booking reference number. All such cash bookings shall be posted in the WFP system as customer cash advances.

9. Booking Cancellations & Refunds

According to the UNHAS SAOP, cancellation or change of bookings shall be accepted within the prescribed period (one working day before the flight date by 10:00am) at no charge. For cancellations for flights on Monday, the flight cancellation must be received by the previous Friday before 10:00. Cancellations must be in writing and not by phone.

Cash paying passengers who cancel on time can use the payment already made to change their reservation to another date. Alternatively, a refund can be requested in writing. The cash receipt issued for the payment must be returned when submitting such written requests. The refund request must be made within 30 days of the cancellation.

10. No-Show Charges

All passengers who fail to check-in for their booked flight are recorded as ‘NO SHOW’ and will be charged the full ticket cost. The no show charge shall be included in the bi-weekly invoice for customers booked on account, while no refund will be payable for cash bookings.

11. Cargo Bookings & Charges

Pouches (up to 5kg) shall continue to be delivered free of charge. All packages except pouches as indicated shall be charged at the prescribed cargo rates ($1 per kg). These may be paid from the agency account or in cash directly deposited by the customer in the WFP bank account. Cargo shall be ferried on a space available basis, as passengers have priority.

12. Excess Luggage Charges

Any excess luggage above the prescribed allowable weight shall be charged at the prescribed cargo rates. ($1 per kg). (Cash paying passengers shall be required to book for cargo in advance and pay accordingly).
13. Special Flights (Charters)

UNHAS shall endeavour to perform special flights upon request on a full cost recovery basis, subject to availability of aircraft and crew, outside the normal schedule. Except for emergency cases, charter costs are payable in advance.

14. Disputes & Resolution

Any discrepancies or disputes should be communicated to UNHAS Yaounde focal points (contacts listed below). Disputes relating to invoices and bookings should be raised no later than 30 days from the date of issue of the invoice.

15. Customer Account Closure & Refund

Should a customer no longer require UNHAS services and wish to close their account, a written notification must be provided to UNHAS. The written notification must include details of any remaining balances on the account that the customer wishes to have reimbursed, as well as full banking details of the accounts to which such refunds will be credited. The account closure and final reimbursement process will take a minimum period of two weeks.