



Syria

Standard Operating Procedures (SOPs) Warehousing, Transport & Logistics Services

February 2013

This document provides an overview of how to access the logistics services offered by **the LC (LC)** to all humanitarian actors responding to the **Syrian Operation**.

The objective of these services is to efficient and coordinated transport and storage services, to ensure an uninterrupted supply chain of life saving relief items to the affected population. These services are not intended to replace the logistics capacities of other organizations, nor are they meant to compete with the commercial transport market. Rather they are intended to fill identified gaps and provide a last resort option in case other service providers are not available.

The services are expected to be offered until **December 2013**, with the possibility of further extension should the emergency situation in **Syria** persist. The services may be withdrawn before this date in part or in full, for any of the following reasons: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.
- If there is no longer a perceived need for prioritisation, facilitation or/and coordination.
- Funding constraints.

This document will be updated as the situation evolves and operational requirements develop. Updated versions will be sent to the User Group via email.

KEY NOTES TO USERS REGARDING SERVICE REQUESTS FORMS (SRFs)

- Only one SRF per location of origin and destination, do not include multiple pick up locations or multiple destinations on a SRF.
- Cargo requiring special handling must have its own SRF form. This clarifies exactly which cargo requires specialized handling and movement.
- Do not request multiple services on one SRF. Storage and Transport service requests must be submitted on separate SRFs.

(1) STORAGE SERVICES

The LC is making warehouse space available to humanitarian organizations for cargo storage (including handling in/out) at no cost to the user. Currently warehouse space is available in:

- Damascus
- Safita - Tartous

The storage space provided is finite and, rather than replacing organizations' own storage capacity, is designed to supplement until more permanent solutions are found. The amount of space available and the time it is available for change according to level of usage. Requesting organizations should check availability

well in advance. Space is provided for **temporary storage only**. Organizations must plan for the removal of their cargo in as short a time as possible in order to free up space for other organizations.

Cargo may only be stored for up to **two weeks**; after this time has elapsed, organizations must remove their cargo or provide evidence for increased storage time and their plans to soon remove their items.

Other location for storage space can be considered on a case by case basis.

HOW TO REQUEST STORAGE

- The requesting organization fills in and submits to the **LC** a *Service Request Form* (SRF) using the template (this can be found at <http://www.logcluster.org/ops/syr12a/docs?doctype=Procedure>)
- On the SRF the requesting organization must specify the type of cargo to be stored, weight, volume and the period for which storage is requested. Attach a full packing list if required.
- NOTE: 48 hours notice is required for all cargo storage requests. Exceptions can only be made in cases of a lifesaving nature and are approved at discretion of the **LC**.
- Email an Excel copy from an approved agency contact point to: **Syria.cargo@logcluster.org**
 - Emails sent from a known user will be considered as being signed by the sending agency
 - The original Excel format is required for the file upload into the tracking systems
- **LC** will check the submitted SRF and resolve any queries with the requesting organization:
 - If this necessitates an amendment to the submitted SRF, then the **LC** will advise the requesting organization to provide an amended SRF.
 - If the SRF falls outside the services provided by **the LC** (or if storage space is not available) the requesting organization will be notified that the submitted request cannot be carried out.
 - If the SRF falls within the services provided and space is available in the warehouse, the requesting will be notified the submitted request has been accepted and a consignment number and tracking number for the request will be issued.
- After receiving confirmation from **the LC** the request has been accepted, the requesting organization should inform the **LC** 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 LC** contact person to enable the trucks with cargo to be guided to the **LC's** warehouse.
- The requesting organization should also provide to **the LC** 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 **LC** to easily identify the arriving cargo. (However if the agency is using **the LC** transport services, it will not be necessary to provide these details as **the LC** will already have them).
- Requesting organizations will bring their cargo to the **LC** warehouse at their own cost. Offloading and handling-in will be arranged by **the LC**
- The **LC** will confirm reception of the cargo in the warehouse by updating the cargo tracking system.
- Cargo will not be released from the warehouse unless **the LC** either receives a signed order from the organization or an emailed message from a known agency contact. It should indicate number of units, volume and tonnage of the cargo to be released, and should specify to whom the cargo should be made available. **The LC** will arrange handling-out and will confirm release of the cargo to the receiving organization.
- All enquiries on the status of cargo should be checked online using the tracking number: <http://rita.logcluster.org/rita/public/login.htm>
- Further inquiries regarding the consignment information should be sent to: Syria.cargo@logcluster.org

The above process is summarized in the flowchart in **Annex 1**.

(2) ROAD TRANSPORT SERVICES

The LC is transporting relief cargo by road from anywhere to anywhere in **Syria**. This service is not intended to compete with the local transport market. Organizations are encouraged to identify a commercial transporter, if possible before approaching **the LC**.

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 also responsible for loading of the trucks at the point of origin. Offloading at the final destination is also to be organized by the requesting organization.

If SRFs are submitted by several organizations at the same time, **the LC** will ensure that prioritisation is done in accordance with the priorities set by the United Nations Country Team. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

HOW TO REQUEST ROAD TRANSPORT

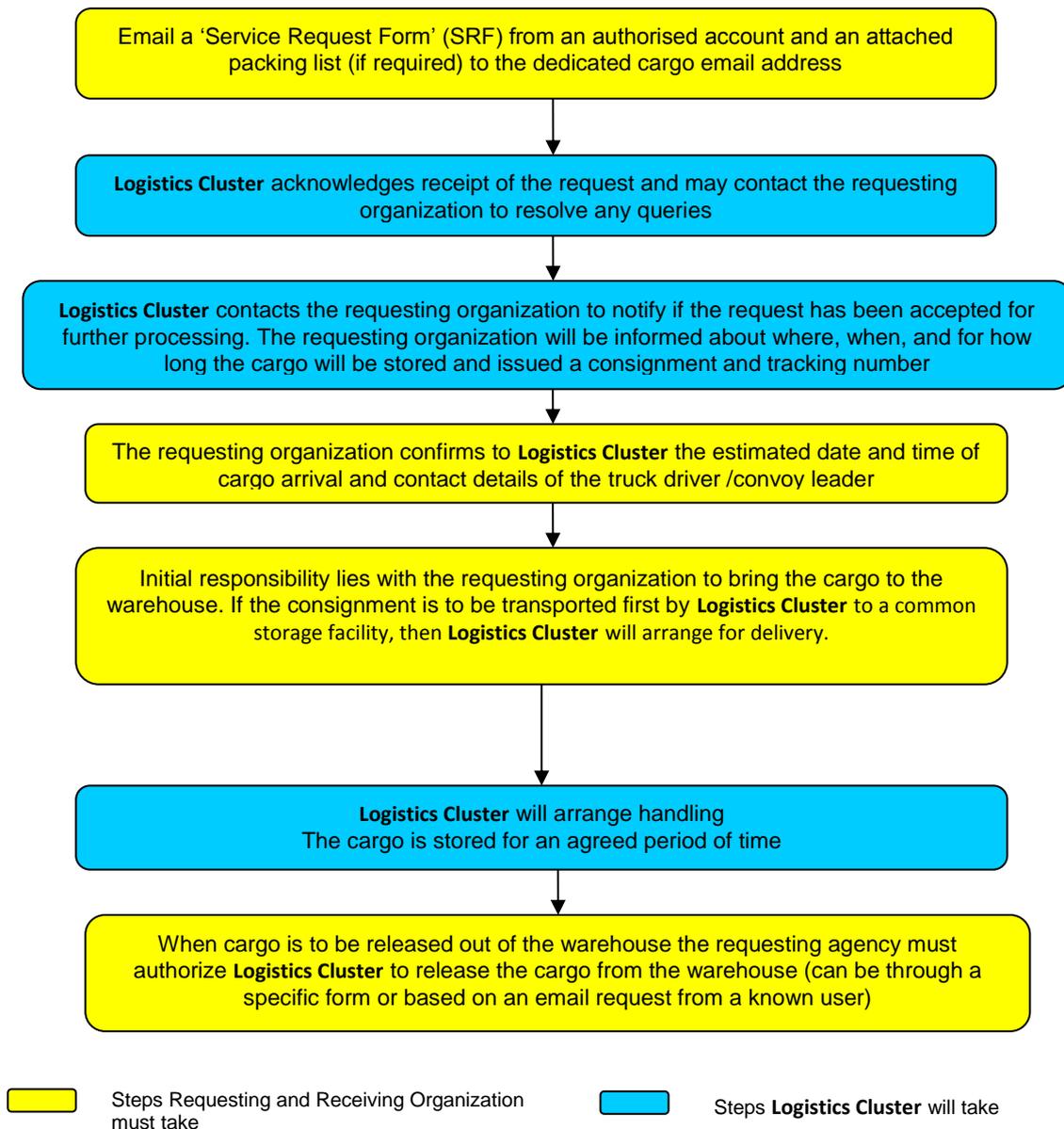
- Email a Service Request Form (SRF) Excel copy from an approved agency contact point to: Syria.cargo@logcluster.org
 - Emails sent from a known user will be considered as being signed by the sending agency
 - The original Excel format is required for the file upload into the tracking systems
- **The LC** will check the SRF and resolve any queries with the requesting organization:
 - If this necessitates an amendment to the SRF, then **the LC** will advise the requesting organization to provide an amended SRF.
 - If the request falls outside the services provided by **the LC** (or transport services are not available) the requesting organization will be notified the requested service cannot be carried out.
 - If the SRF falls within the services provided and transport is available, the requesting organization will be notified that the request has been accepted and a consignment and tracking number issued for the request.
- The requesting organization will be contacted with details of when it will be possible to transport the cargo.
- The requesting organization must inform **the LC** of the place and preferred time of loading at least 24 hours in advance.
- The requesting organization is responsible for loading of the trucks at the point of origin. The requesting organization is also obliged to provide the shipping documentation to the truck drivers.
- **The LC** will transport the cargo and keep the organization informed about the progress of the operation.
- When the cargo arrives at the final destination, the receiving organization should arrange offloading.
- The sending organization, or the designated consignee, confirms receipt through signing the waybill which accompanies the cargo.
- All enquiries on the status of cargo should be checked online using the tracking number: <http://rita.logcluster.org/rita/public/login.htm>
- Further inquiries regarding the consignment information should be sent to: Syria.cargo@logcluster.org

The above process is summarized in the flowchart in **Annex 2**.

ANNEX 1

Storage Flowchart

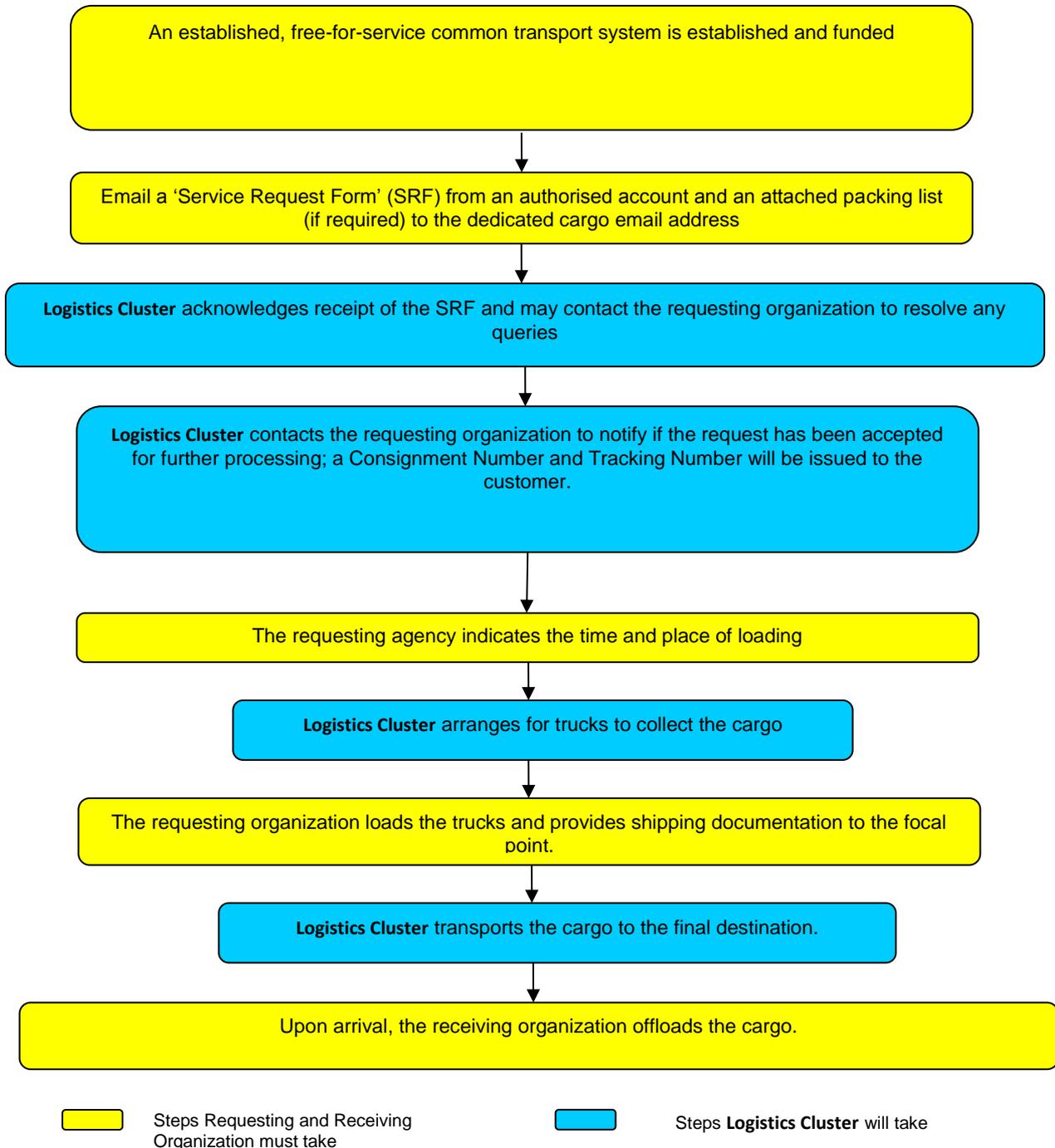
A simplified summary of the usual steps involved in storage services is given in the flow chart below (can be modified and adapted to a specific operation):



ANNEX 2

Road Transport Flowchart

A simplified summary of the usual steps involved in transport services is given in the flow chart below (can be modified and adapted to a specific operation):



ANNEX 3

Conditions of services

- When providing services under the SOPs, **LC** acts as agent for the service users. **The LC** assumes no responsibility for storage or transportation and/or for any loss or damage to the goods carried. The service users are responsible for making adequate arrangement for the insurance of their goods.
- For transport requests, final consignee, destination and contacts must be clearly indicated on the cargo and in the request as well as any special cargo handling requirement (dangerous goods, cold chain requirements, etc.)
- **The LC** warehouses and mobile storage facilities are made available to all organisations and agencies. However, they are not intended for longer term storage. This requires that organisations carefully manage their pipeline. To meet this requirement, organisations should prepare and provide a timetable or a schedule of intended shipments to **the LC** prior to submission of an actual request.
- Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team.

Process for submission of requests

- Requests for cargo storage and transport are made to the in-country **LC** office through specific template forms, similar to order forms, which include details such as commodity, size, weight, consignee, destination, etc. The Service Request Forms (SRF) will be made available and partners will be informed when these are available.
- **The LC** will check the requests and will clarify any queries with the service user. The service user will be informed by email or telephone, if the request has been accepted for further processing.
- Assuming crossing points into the country are functioning properly and are accessible, a call forward could be expected 24 - 48 hours after the acceptance of the request for transport, with final delivery **depending on the accessibility**. These delivery lead times are indicative of the situation and are subject to possible change due to the security situation, road condition, availability of transport assets etc. Exceptions can only be made in cases of a lifesaving nature and are approved at the discretion of **the LC**.

Costs that may be incurred

- Any additional or exceptional service provided by **the LC**, over and above the proposed services under these SOPs, will be charged to the service user. Examples of such costs are:
 - Truck detention charges may be incurred if no one is available to receive cargo delivered to final destinations, or due to delays in customs clearance;
 - Any demurrage costs may be incurred due to delays in presenting cargo by the service users or their agents;
 - Any other costs may be incurred due to circumstances beyond the control of **the LC** and/or the service providers.

Liability

- When providing services under the SOPs, the LC acts as an agent for the Service Users.
- **The LC** assumes no responsibility for any loss or damage to goods carried or stored under the SOPs.
- Service users are responsible for making adequate arrangements for the insurance of their goods.
- **The LC** undertakes the services in good faith and will ensure that the services are carried out with due diligence.

Cargo packaging requirements

- Requesting organizations are responsible for ensuring their items have been packed in the appropriate transport container and able to handle the physical requirements of the operational transport

- Organisations delivering relief cargo to the logistics hubs for temporary storage need to provide full details of the consignment and necessary documentation as detailed in the specific in-country SOPs.
- For transport requests, the final consignee, the destination and contacts must be clearly indicated on the cargo and also in the request as well as any special cargo handling requirement.

Large and over-sized items

- Large, long, over-sized etc. items will be handled according to available capacity.

Hazardous goods and temperature-controlled items

- **The LC** is able to accept hazardous goods for transportation on a case-by-case basis. Consultation with **the LC** is required before submitting a SRF.
- In general, **the LC** does not usually offer temperature controlled transport or storage. However, requests could be considered on a case by case basis with organisations who have signed a Service Level Agreement with WFP for the provision of such specific logistics services in country.

WFP contact

- All inquiries related to **the LC** services must be sent to **Syria.cargo@logcluster.org**