This document provides an overview of how to access the logistics services offered by the Logistics Cluster to all humanitarian actors responding to the floods in Gaza province, Mozambique. The objective of these services is to provide – in an efficient, coordinated manner – assets, facilities and 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 organisations, 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.

Transport and storage services will be provided for free, for as long as funding of the Logistics Cluster operation permits. You will be notified upon receipt (by the Logistics Cluster) of request for service should it be necessary to recover the costs. Receipt and handling at Maputo and in Beira will always be on a cost-recovery basis.

Services provided on cost-recovery basis require that the client sign a Service Level Agreement with WFP Mozambique unless such an agreement is already in place. Separate instructions for the cost-recovery module will be shared as and when applicable.

The free services are provided until 20 April 2013 with the possibility of further extension should the emergency situation in Mozambique 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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.

Services can be provided on a cost-recovery basis also beyond 20 April 2013.

This document will be updated as the situation evolves and operational requirements develop. Please check for updates at [http://www.logcluster.org/ops/moz13a](http://www.logcluster.org/ops/moz13a)

(1) TRANSPORT SERVICES

The Logistics Cluster is transporting relief cargo destined to the population affected by the Limpopo flooding:
- By road from Beira and Maputo to Xai-Xai and Chiaquane intermediate storages sites.
- By road, motorised boats and/or barges from Xai-Xai and Chiaquane to final destination.

This service is not intended to compete with the local transport market. You are encouraged to identify a commercial transporter, if possible before approaching the Logistics Cluster.

Insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organisation. Offloading at the final destination is also to be organised by the requesting organisation, unless the cargo is to be off-loaded in the Logistics Cluster warehouses.

If SRFs are submitted by several organisations at the same time, Logistics Cluster will ensure that prioritisation is done 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.
**HOW TO REQUEST TRANSPORT**

- Your organisation should fill in and submit to WFP a Service Request Form (SRF) using the template found at [http://www.logcluster.org/ops/moz13a/service-request-form](http://www.logcluster.org/ops/moz13a/service-request-form). On the SRF you should specify the type of cargo to be transported, weight, volume and the preferred date of dispatch. You should attach a full packing list to the request.
- A scanned copy of the signed and completed Service Request Form should be then emailed to the following e-mail address: [mozambique.cargo@logcluster.org](mailto:mozambique.cargo@logcluster.org)
- The Logistics Cluster will check your SRF and resolve any queries with your organization:
  - If this necessitates an amendment to your SRF, then the Logistics Cluster will advise you to provide an amended SRF.
  - If your SRF falls outside the services provided by the Logistics Cluster (or transport services are not available) you will be notified that your request cannot be carried out.
  - If your SRF falls within the services provided and transport is available, you will be notified that your request has been accepted.
- You will be contacted with details of when it will be possible to transport your cargo.
- Your organisation must inform the Logistics Cluster of the place and preferred time of loading at least 24 hours in advance.
- Your organisation will also provide the documentation to the truck drivers (waybill).
- The Logistics Cluster will transport the cargo and will keep your organisation informed about the progress of the operation.
- When the cargo arrives at the final destination, your organisation should arrange offloading, unless that the cargo is being off-loaded at the Logistics Cluster warehouses. The Logistics Cluster provides free of charge off-loading only at the Logistics Cluster warehouses.
- Your organisation, or your designated consignee, confirms receipt through signing the waybill which accompanies your cargo.
- All enquiries on the status of cargo should be made by email to: [mozambique.cargo@logcluster.org](mailto:mozambique.cargo@logcluster.org)
- The above process is summarized in the flow chart in Annex 1.

**(2) STORAGE SERVICES**

The Logistics Cluster is making warehouse space available to humanitarian organisations for cargo storage (including handling in/out). Currently warehouse space is available in:

- Maputo
- Beira
- Xai-Xai,
- Chiaquiane,

The storage space provided is finite and, rather than replacing organisations’ own storage capacity, is designed to supplement it until more permanent solutions are found. The amount of space available and the time it is available for change according to level of usage. You 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 organisations.

**HOW TO REQUEST STORAGE**

- Your organisation should fill in and submit to the Logistics Cluster a Service Request Form (SRF) using the template at [http://www.logcluster.org/ops/moz13a/service-request-form](http://www.logcluster.org/ops/moz13a/service-request-form)
- On the SRF you should specify the type of cargo to be stored, weight, volume and the period for which storage is requested. You should attach a full packing list.
- **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 Logistics Cluster.
• A scanned copy of the signed and completed SRF should be emailed to the following e-mail address: mozambique.cargo@logcluster.org
• The Logistics Cluster will check your SRF and resolve any queries with your organisation:
  o If this necessitates an amendment to your SRF, then the Logistics Cluster will advise you to provide an amended SRF.
  o If your SRF falls outside the services provided by the Logistics Cluster (or if storage space is not available) you will be notified that your request cannot be carried out.
  o If your SRF falls within the services provided and space is available in the warehouse, you will be notified that your request has been accepted.
• After receiving confirmation from the Logistics Cluster that your request has been accepted your organisation should inform the Logistics Cluster of the estimated date and time of the cargo arrival in the Logistics Cluster warehouse (waybill number or plate numbers of the trucks will enable the Logistics Cluster to easily identify the arriving cargo).
• You should also provide contact details of the truck driver to the Logistics Cluster contact person to enable the truck to be guided to Logistics Cluster facilities. Offloading and handling-in will be arranged by the Logistics Cluster.
• The Logistics Cluster will confirm reception of the cargo in the warehouse.
• Cargo will not be released from the warehouse unless the Logistics Cluster receives a written order from the organization. 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. WFP will arrange handling-out and will confirm release of the cargo to your organization.
• All enquiries on the status of cargo should be made by email to: mozambique.cargo@logcluster.org
• The above process is summarized in the flow chart in Annex 2.

(3) OTHER LOGISTICS SERVICES – provided on a full cost-recovery basis

The Logistics Cluster can also offer receipt and handling in Maputo and Beira port.

HOW TO REQUEST OTHER LOGISTICS SERVICES

• Your organisation should fill in and submit to the Logistics Cluster a Service Request Form (SRF) using the template at http://www.logcluster.org/ops/moz13a/service-request-form
• On the SRF you should specify the type of cargo to be received, weight, volume and the ETA. You should attach a full packing list and you should specify if the cargo is palletised or not.
• A minimum of 7 days notice is required in order for the Cluster to organise this service.
• A scanned copy of the signed and completed SRF should be emailed to the following e-mail address: mozambique.cargo@logcluster.org
• Upon receipt of your request, The Logistics Cluster will contact your organisation to discuss the details of the service and the next steps as per the Standard Operating Procedures apply for services provided under full cost recovery.
ANNEX 1

Transport Flowchart

A simplified summary of the steps involved in road transport services is given in the below flow chart:

1. Submit a ‘Service Request Form’ (SRF) with an authorised signature and an attached packing list to: mozambique.cargo@logcluster.org

2. Logistics Cluster acknowledges receipt of the SRF and may contact you to resolve any queries related to it.

3. The Logistics Cluster contacts you to tell you if your SRF has been accepted or not.

4. You inform the Logistics Cluster of the preferred time and place of loading.

5. The Logistics Cluster arranges for trucks to collect your cargo.

6. Your organization loads the trucks and provides documentation to the drivers.

7. The Logistics Cluster transports your cargo to the final destination.

8. Upon arrival, your organization offloads the cargo (EXCEPT if the destination is one of the Logistics Cluster warehouses, in which case, Logistics Cluster would arrange offloading).
ANNEX 2

Storage Flowchart

A simplified summary of the steps involved in storage services is given in the below flow chart:

1. Submit a ‘Service Request Form’ (SRF) with an authorised signature and an attached packing list to:
   [mozambique.cargo@logcluster.org](mailto:mozambique.cargo@logcluster.org)

2. Logistics Cluster acknowledges receipt of the SRF and may contact you to resolve any queries related to it.

3. The Logistics Cluster contacts you to tell you if your SRF has been accepted or not. If it has been accepted, you will be told where, when, and for how long your cargo will be stored.

4. You should then inform the Logistics Cluster of the estimated date and time of cargo arrival and contact details of the truck driver /convoy leader.

5. You bring your cargo to the agreed location (at your own cost) or directly at the Logistics Cluster warehouse.

6. The Logistics Cluster will arrange handling in the warehouse.

7. Your cargo is stored for the agreed period of time.

8. When you are moving any cargo out of the warehouse you must send a confirmation to:
   [mozambique.cargo@logcluster.org](mailto:mozambique.cargo@logcluster.org) authorising the Logistics Cluster to release your cargo from the warehouse.

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**Steps you must take**

**Steps Logistics Cluster will take**
ANNEX 3

Conditions of services

- When providing services under the SOPs, WFP acts as agent for the service users. WFP 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.)
- WFP 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 WFP 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 WFP office through specific template forms, similar to order forms, which include details such as commodity, size, weight, consignee, destination, etc. Those Service Request Forms (SRF) will be made available and partners will be informed when these are available.
- WFP 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 in another minimum of 48 hours. 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 WFP.

Costs that may be incurred

- Any additional or exceptional service provided by WFP, 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 WFP and/or the service providers.

Liability

- When providing services under the SOPs, WFP acts as an agent for the Service Users.
- WFP 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.
- WFP undertakes the services in good faith and will ensure that the services are carried out with due diligence.

Cargo packaging requirements

- 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

- WFP is not able to accept hazardous goods for transportation.
- WFP is not in a position to offer temperature controlled transport or storage.