This document provides an overview of how to access the logistics services offered by the Logistics Cluster to all humanitarian actors responding to the Libya crisis.

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 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 31 December 2011, with the possibility of further extension should the emergency situation in Libya 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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.

Given the current circumstances however, these services will be phased out over the next 4-6 weeks as part of the Logistics Cluster Exit Strategy.

This document will be updated as the situation evolves and operational requirements develop. Please check for updates at http://www.logcluster.org/ops/lby11a

(1) STORAGE SERVICES AT NO COST TO THE USER

The Logistics Cluster 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:

- Malta Freeport for transit cargo (bonded storage - 1,000 m²).
- Tripoli: Limited space on a case by case basis.

(Note: NFI and Shelter related stocks are now being stored through UNHCR and its implementing partners).

The storage space provided is finite and, rather than replacing organizations’ 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 organizations.

HOW TO REQUEST STORAGE

- Your organization should fill in and submit to the Logistics Cluster a Service Request Form (SRF) using the template at http://www.logcluster.org/ops/lby11a/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: northafrica.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 if storage space is not available) you will be notified that your request cannot be carried out.
  - 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 organization should inform the Logistics Cluster of the estimated date and time of the cargo arrival at the warehouse. You 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 Logistics Cluster warehouse.
- You should also provide to the Logistics Cluster the waybill numbers (and if possible copies of the waybills) for your 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 you are using Logistics Cluster cost recovery transport services, it will not be necessary to provide these details as the Logistics Cluster will already have them).
- You bring your cargo to the warehouse at your own cost. 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 Logistics Cluster receives a signed Release Order (RLO) from the organization. The RLO should be submitted to northafrica.cargo@logcluster.org. 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 RLO can be downloaded at http://www.logcluster.org/ops/lby11a/release-order-form.
- The Logistics Cluster 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 northafrica.cargo@logcluster.org

The above process is summarized in the flow chart in Annex 1.

(2) ROAD TRANSPORT SERVICES ON A COST RECOVERY BASIS

Logistics Cluster is transporting relief cargo by road from Egypt and Tunisia into and within Libya. Since commercial transport services exist on this route, the Logistics Cluster road transport service is a supplementary service offered on a cost recovery basis. This service is not intended to compete with the local transport market. You are encouraged to identify a commercial transporter, if possible before approaching Logistics Cluster.

This service will cease to operate at the end of November. Last loading for dispatch is to be complete by 28 November 2011.

Note that this is a transport-only service. Insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organization. Your 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, 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 ROAD TRANSPORT

- Your organization must sign a Service Level Agreement (SLA) with WFP. This is a one-time process which will cover all future transport requests that your organization makes to WFP for this operation.
- After signing the SLA, your organization should fill in and submit to WFP a Service Request Form (SRF) using the template found at http://www.logcluster.org/ops/lby11a/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: northafrica.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.
- WFP will prepare a pro forma invoice indicating the cost of the operation (transport and superintendent). WFP will also add a management fee of 4.5% of the total cost of the operation. By signing the pro forma invoice, your organization declares that it will pay the cost of the operation.
- You will be contacted with details of when it will be possible to transport your cargo.
- Your organization must inform the Logistics Cluster of the place and preferred time of loading at least 24 hours in advance.
- After the signed pro forma invoice has been submitted and the place and time of loading has been advised, the Logistics Cluster will arrange for the trucks to collect your cargo.
- Your organization is responsible for loading of the trucks at the point of origin. Your organization is also obliged to provide the shipping documentation to the truck drivers.
- Logistics Cluster provides, on a cost recovery basis, a superintendent at the point of loading (tally and waybill).
- The Logistics Cluster will transport the cargo and keep your organization informed about the progress of the operation.
- When the cargo arrives at the final destination, your organization should arrange offloading.
- Your organization, or your designated consignee, confirms receipt through signing the waybill which accompanies your cargo.
- After the operation is completed, WFP will issue the invoice to your organization for the services provided.
- Your organization is expected to pay the cost of the services provided by the Logistics Cluster within thirty days from the invoice issuance date.
- All enquiries on the status of cargo should be made by email to northafrica.cargo@logcluster.org

The above process is summarized in the flow chart in Annex 2.
ANNEX 1

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 northafrica.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 warehouse at your own cost.

6. The Logistics Cluster will arrange handling in.

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 release order form (RLO) to northafrica.cargo@logcluster.org, authorising the Logistics Cluster to release your cargo from the warehouse.

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Steps you must take Steps WFP will take
ANNEX 2

Road 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 northafrica.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, WFP will send you a pro forma invoice, indicating the cost of the operation.

4. You sign the pro forma, declaring that your organization will cover the cost of the operation. At the same time you should inform WFP 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 shipping documentation to the drivers.

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

8. Upon arrival, your organization offloads the cargo.

9. Your organization signs a Service Level Agreement (SLA) with WFP (one time process).

10. Your organization pays WFP within 30 days from the invoice issuance date.
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. 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 have been made available to all organizations. However, they are not intended for longer term storage. This requires that organizations carefully manage their pipeline. To meet this requirement, organizations should prepare and provide a forecast of intended shipments to WFP prior to submission of an actual request.
- Organizations delivering relief cargo to the logistics hubs for temporary storage need to provide full details of the consignment and necessary documentation.

COST

- Any additional or exceptional service provided by the Logistics Cluster, over and above the proposed services under these SOPs, will be charged to the service user.

LIABILITY

- When providing services under the SOPs, WFP acts as an agent for the Service Users. All contracts are entered into on behalf 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 and the Logistics Cluster undertake the services in good faith and will ensure that the services are carried out with due diligence.

CARGO PACKAGING REQUIREMENTS

- All cargo being delivered into a hub must be clearly marked with the consignee organization’s name.

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 Logistics Cluster is not able to accept hazardous goods for transportation.
- In general, the Logistics Cluster is not in a position to offer temperature controlled transport or storage. However, request could be considered on a case by case basis.

COSTS THAT MAY BE INCURRED

Any unexpected costs will be charged to the user. Examples of such costs are:
- Truck detention charges incurred if no one is available to receive cargo delivered to final destinations or due to delays in customs clearance.
- Any other costs incurred due to circumstances beyond the control of Logistics Cluster/WFP and/or the service providers.