This document provides an overview of the Inter-Organisation transport and storage services as well as coordination mechanisms established by the Logistics Cluster (under WFP leadership) in support of the humanitarian community’s response to the 2010 earthquake, cyclone season, and cholera outbreak, as well as in preparation for the 2011 cyclone season.

The objective of the Logistics Cluster is to provide - in an efficient, coordinated manner - assets, facilities, services and staff, to ensure an uninterrupted supply chain of relief items to the affected population.

These services are not intended to replace the logistics capacities of the organisations but rather supplement them through the provision of common services. Furthermore, these services are not intended to compete with the commercial transport market, but to fill identified gaps.

These services are offered for a limited period of time until the end of December 2011, and may be withdrawn before this date, in part or in full, for the following reasons:

- Changes in the situation on the ground.
- No longer a perceived need for prioritisation, facilitation or/and coordination.
- Funding constraints.

This document will be regularly updated as the situation evolves and operational requirements develop. Please check for updates at [http://www.logcluster.org/ops/hti10a](http://www.logcluster.org/ops/hti10a)

The WFP/Logistics Cluster only accepts cargo movement requests within Haiti.

**1) LOGISTICS CLUSTER SERVICES AVAILABLE AT NO COST**

- Road transport from:
  - Port-au-Prince (Logistics Cluster or organisation’s own warehouse) to difficult to access delivery points (off-road transport). Loading and offloading excluded (unless at Logistics Cluster warehouses).
  - Regional hubs to difficult to access delivery points (off-road transport) Loading and offloading excluded (unless at Cluster/WFP warehouse).

- Air transport from:
  - Port-au-Prince airport or regional hubs to remote areas inaccessible by road. Service carried out by UNHAS helicopter.

- Temporary storage1 (including handling in/out) in:
  - Port-au-Prince (Tabarre area).
  - Jacmel.
  - Gonaives.
  - Petit Goâve.
  - Cap Haitien.
  - Les Cayes.

**2) HOW TO REQUEST THESE SERVICES**

- Before using any of the Logistics Cluster’s services your organisation must first register with OCHA. This is a one time process, but without it you are not eligible to access Logistics Cluster services.

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1 Time and space availability could change without notice, check with the Logistics Cluster before requesting.
Once registered with OCHA, your organisation should fill in and submit to the Logistics Cluster a ‘Request Letter’ using the template found at http://www.logcluster.org/ops/hti10a/request-letter/view. This is a one time process. Your organisation should attach proof of registration with OCHA to the ‘Request Letter’. The ‘Request Letter’ confirms your organisation’s understanding and acceptance of these SOPs and provides details of those staff authorised to submit Cargo Movement Requests (CMRs) and Temporary Storage Requests (TSRs) on your organisation’s behalf.

- Individual requests for movement of cargo are to be made using the Cargo Movement Request (CMR) template, available at http://www.logcluster.org/ops/hti10a/Logistics%20Cluster_Haiti_CMR.pdf. You should attach a full packing list to the request.

- Individual requests for temporary storage are to be made using the Temporary Storage Request (TSR) template available at http://www.logcluster.org/ops/hti10a/Logistics%20Cluster_Haiti_TSR.pdf. You should attach a full packing list to the request.

- NOTE: Please DO NOT modify the templates.

- Filled in requests should be submitted, duly signed, in scanned or original form to our e-mail or physical address: haiti.cargo@logcluster.org or UN-WFP Logistics Cluster Office, Area 5, Box 35, MINUSTAH Logistics Base, Rue de l’Aeroport, Clercine, Port au Prince, Haiti. In addition, an electronic version (Excel file) should also be submitted for tracking purposes.

- The point of contact for all enquires related to cargo and storage (CMR/TSR submissions) is: haiti.cargo@logcluster.org.

- NOTE: 48 hours notice is required for all cargo movement and storage requests. Exceptions can only be made in exceptional cases of a lifesaving nature and are approved at discretion of the WFP/Logistics Cluster.

- The point of contact for all Haiti enquires, except cargo is: haiti@logcluster.org.

- Receipt of CMRs/TSRs will be confirmed by a follow-up email and/or phone calls.

- After the details of the CMR/TSR have been checked by the Logistics Cluster your organisation will be informed by email and/or phone whether the CMR/TSR has been accepted for further processing or not.

(3) PRIORITISATION OF YOUR REQUEST

- Prioritisation of humanitarian cargo transport and storage requests is critical in order to ensure the best use of available assets.

- The Logistics Cluster, on behalf of the Humanitarian Community, will ensure that this prioritisation is done in accordance with the priorities set forth by the Humanitarian Country Team. However, as a guiding principle the Logistics Cluster will give precedence to those requests relating to lifesaving and emergency response activities.

(4) CALLING FORWARD YOUR CARGO

- After your organisation’s CMR is submitted to the Logistics Cluster, your organisation will be advised when the cargo will be moved to the requested destination.

- The calling forward of your organisation’s cargo will be based on the priorities set by the Humanitarian Country Team.

- If your organisation’s cargo is prioritised, a call forward for delivery could be expected 24 -48 hours after the acceptance of the CMR, with final delivery in another 48 hours.

(5) TRANSPORTING YOUR CARGO: THE PROCESS

Note: The Logistics Cluster may decide to move your cargo using the inter-organisation truck fleet managed by WFP, commercially contracted trucks, or aircraft managed by UNHAS. Whichever mode is used, the Logistics Cluster will remain your primary point of contact.

Logistics Cluster transport services are not intended to compete with the commercial transport sector, therefore only surface transport requests to off-road/inaccessible destinations will be considered. Where commercial services exist, you are encouraged to utilise these before
approaching the Logistics Cluster. Any exception to this principle must be strongly justified and acceptance is at the discretion of WFP/Logistics Cluster.

The inter-organisation truck fleet is positioned in various hubs (currently Port-au-Prince, Jacmel, Gonaives, and Cap Haitien). Transport of cargo from other locations (which would involve the re-deployment of the fleet) can be considered on a case by case basis but would require strong justification.

**Step by Step Process:**

You should follow the following steps if you wish to have your cargo transported by the Logistics Cluster:

1. Your organisation registers with OCHA. This is a one time process.
2. Your organisation submits a ‘Request Letter’, with a copy of your OCHA registration attached, to the Logistics Cluster. This is a one time process.
3. Your organisation submits a signed CMR, with a detailed packing list attached, to the Logistics Cluster dedicated email address haiti.cargo@logcluster.org.
4. The Logistics Cluster will acknowledge receipt of the CMR by return email and/or phone call.
5. The Logistics Cluster checks your CMR and resolves any queries with your organisation:
   a. If this necessitates an amendment to your CMR, then a copy of the amended CMR will be given to you by the Logistics Cluster.
   b. If your CMR falls outside the services provided by the Logistics Cluster you will be notified that your request cannot be carried out.
   c. If your CMR falls within the services provided by the Logistics Cluster you will be notified that your request has been accepted.
6. Your CMR is prioritised using priorities set by the Humanitarian Country Team. You will be contacted with details of when to call forward your cargo for uplift.
7. If your cargo is being transported from a Cluster/WFP warehouse then you will need to provide the Logistics Cluster with a signed Release Order (RLO) before cargo can be released from the warehouse. The RLO can be downloaded at [http://www.logcluster.org/ops/hti10a/release-order-form/view](http://www.logcluster.org/ops/hti10a/release-order-form/view).
8. Loading of trucks is the responsibility of your organisation (unless your cargo is stored in a Logistics Cluster/WFP warehouse in which case the Cluster will manage the loading).
9. Cargo is assigned in truckloads by final destination. Full truckloads can be delivered to specified addresses within Haiti.
10. Offload of trucks at destination is the responsibility of your organisation (unless the cargo is being offloaded at a Logistics Cluster/WFP warehouse in which case the Logistics Cluster will manage the offload).
11. Your organisation, or your designated consignee, confirms receipt through signing the waybill which accompanies your cargo.
A simplified summary of the above steps is given in the below flow chart:

**Register your organisation with OCHA. One time process**

**Submit a ‘Request Letter’ to the Logs Cluster with a copy of your OCHA registration. One time process**

**Submit a CMR with an authorised signature and an attached packing list to hati.cargo@logcluster.org**

**The Logistics Cluster acknowledges receipt of your CMR**

**The Logistics Cluster may contact you to resolve any queries related to your CMR**

**The Logistics Cluster contacts you to tell you if your CMR has been accepted or not. If it has been accepted, you will be told when and by what mode of transport your cargo will be moved.**

**If your cargo is stored in a Cluster/WFP warehouse, you send to the Logistics Cluster a Release Order form authorising them to take your cargo out of their warehouse**

**You load your cargo onto the Cluster/WFP trucks at your cost, unless the cargo is being loaded from a Cluster/WFP warehouse in which case loading will be done by the Cluster (free of charge)**

**Your cargo is transported to its destination**

**At the destination, you offload your cargo from the truck at your cost, unless the destination is a Cluster/WFP warehouse in which case offloading will be done by the Cluster (free of charge)**

**You, or your designated consignee, confirm receipt through signing the waybills accompanying the cargo**

**STORING YOUR CARGO: THE PROCESS**

**Note:** The Logistics Cluster offers free temporary storage space, including handling in and out services, at a number of locations around Haiti. Storage space in these locations is finite and, rather than replace organisations’ own storage capacity, is designed to supplement it until more permanent solutions are found.
Currently the Logistics Cluster/WFP manages storage space in Port-au-Prince (Tabarre area), Jacmel, Gonaives, Petit Goave, Cap Haïtien, and Les Cayes. The amount of space available in these locations, and the time it is available for, change according to level of usage and you should check availability with the Logistics Cluster as far in advance of your requirement as possible.

**Step by Step Process:**

You should follow the following steps if you wish to have your cargo stored by the Logistics Cluster:

1. Your organisation registers with OCHA. This is a one time process.
2. Your organisation submits a ‘Request Letter’, with a copy of your OCHA registration attached, to the Logistics Cluster. This is a one time process.
3. Your organisation submits a completed and signed TSR to the Logistics Cluster dedicated email address haiti.cargo@logcluster.org.
4. On your TSR you must clearly state the period of storage required. **Logistics Cluster warehouses are for temporary storage only.** Organisations must plan for the removal of their cargo in as short a time as possible in order to free up space for other organisations.
5. The Logistics Cluster will acknowledge receipt of the CMR by return email/phone.
6. The Logistics Cluster checks your TSR and resolves any queries with your organisation:
   a. If this necessitates an amendment to your TSR, then a copy of the amended TSR will be given to you by the Logistics Cluster.
   b. If your TSR falls outside the services provided by the Logistics Cluster (or no space is available in the requested warehouse) you will be notified that your request cannot be carried out.
   c. If your TSR falls within the services provided by the Logistics Cluster you will be notified that your request has been accepted.
7. Your TSR is prioritised using priorities set by the Humanitarian Country Team. You will be contacted with details of when to deliver your cargo to the relevant warehouse.
8. It is your responsibility to deliver the goods to the warehouse unless otherwise agreed. If it is agreed that the Cluster will manage the delivery, then you must submit a specific CMR for this movement.
9. Offload at the warehouse is managed by the Logistics Cluster/WFP.
10. When you wish to remove your cargo from a Logistics Cluster/WFP warehouse then you will need to provide the Logistics Cluster with a signed Release Order (RLO) before cargo can be released from the warehouse. The RLO can be downloaded at http://www.logcluster.org/ops/hti10a/release-order-form/view.
11. Loading of your cargo onto trucks at the Cluster/WFP warehouse will be managed by the Logistics Cluster/WFP.
A simplified summary of the above steps is given in the below flow chart:

(7) CARGO UPDATES AND ENQUIRIES
- All enquiries on the status of cargo call forwards and cargo deliveries should be made by email to haiti.cargo@logcluster.org.

(8) THE UTILISATION OF MILITARY ASSETS
**Note:** There may be occasions when military assets will be utilised to support the movement of goods by air, road and sea. Civilian assets will be the primary transport option. When there are gaps in service
which cannot be filled by existing civilian capacity, military assets may be tasked to supplement this; noting that if a particular cluster user cannot utilise military assets due to internal mandates or other regulations then this needs to be clearly communicated to the Logistics Cluster in advance.

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ANNEX 1

CONDITION OF SERVICES

- When providing services under the SOPs, WFP acts as agent for the service users. WFP assumes no responsibility for the 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.
- The final consignee, destination and contacts must be clearly indicated on the cargo and in the request, as well as, any special cargo handling requirements (dangerous goods, cold chain requirements, etc).
- WFP warehouses and mobile storage facilities have been made available to all organisations. However, they are not intended for long term storage. This requires that organisations carefully manage their pipeline. To meet this requirement, organisations should prepare and provide a forecast of intended shipments to the Logistics Cluster prior to submission of an actual request. Notification should be sent to haiti.cargo@logcluster.org using the Temporary Storage request form, which is available at www.logcluster.org/ops/hti10a.
- Organisations delivering relief cargo to the logistics hubs for temporary storage need to provide full details of the consignment and necessary documentation.

COST

- WFP will, until further notice, in its role of Logistics Cluster lead, and service provider of last resort provide the services at no cost to users in order to cover their existing supply chain gaps.
- A cost recovery mechanism will be developed when and as necessary and all users will be informed accordingly.
- Any additional or exceptional service provided by the Logistics Cluster, over and above the proposed services under these SOPs, will be charged to the user.

LIABILITY

- When providing services under the SOPs, WFP, its partner MSB, WFP-UNHAS, and the Logistics Cluster act as agents for the Service Users. All contracts are entered into on behalf the Service Users.
- WFP, its co-operating partner MSB, UNHAS and the Logistics Cluster assume 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, its co-operating partner MSB, UNHAS 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 organisation’s name. The Logistics Cluster will only accept cargo with a load point and final destination in Haiti.

LARGE AND OVER-SIZED ITEMS

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

HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

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

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.
- Any other costs incurred due to circumstances beyond the control of the Logistics Cluster and/or the Service Providers.
ANNEX 2

ACRONYMS

CMR Cargo Movement Request
RLO Release Order
SOP Standard Operating Procedure
TSR Temporary Storage Request
UNHAS United Nations Humanitarian Air Service