

Philippine Emergency Response



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

These Standard Operating Procedures (SOPs) specify the services to be provided through the Logistics Cluster, how to access the services, and the conditions under which the services will be provided.

The objective of the services provided by the Logistics Cluster is to ensure that humanitarian actors (“Organizations”) are not faced with interruption in their supply chain while responding in emergency operations. In this regard, the Logistics Cluster, under this SOP, will provide efficient and coordinated storage and transport services. The services provided by the Logistics Cluster under this SOP are not intended to replace the logistics capacity of other organizations, or to compete with commercial markets in country.

Services provided under the SOP may be withdrawn at any time in part or in full, for any of the following reasons:

- Change in the situation where the service is provided;
- If there is no longer a perceived need for cargo 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.

STORAGE SERVICES

The Logistics Cluster will provide, subject to availability, storage space in a common area to humanitarian organizations for cargo storage at no cost.

All storage space provided is temporary and for a specified time period. The storage space available and the time it is made available may change according to level of usage.

Organizations making use of the storage service are responsible for ensuring the removal of their cargo prior to or on the date of the specified time agreed upon.

In the event that additional time is required for storage usage, the Organization must inform the Logistics Cluster of such requirements prior to the lapse of the already agreed specified date. Additional storage time will be subject to availability and at the discretion of the Logistics Cluster.

Storage Services Procedure

The Organization requesting storage services is required to submit a *Service Request Form* (SRF) (Annex 1) to the following Logistics Cluster e-mail address philippines.cargo@logcluster.org. The SRF is available at www.logcluster.org/ops/phl13a. Please be advised that the formatting of the SRF may not be altered.

The information provided on the SRF must specify the type of cargo to be stored, the weight and volume of the cargo along with the period for which storage is required. If requested by the Logistics Cluster, a full packing list must be provided.

The request for cargo storage space must be submitted at least 48 hours prior to the service commencement date. Exceptions may be made at the discretion of the Logistics Cluster.

Organizations requesting the storage services are required to provide a focal point to the Logistics Cluster. All SRFs are required to be submitted via the authorized email address of the contact point of the Organization requesting the service.

The Logistics Cluster will review all submitted SRFs and where necessary, require additional information and/or clarification prior to further processing of SRF. In this regard, the Logistics Cluster may require Organizations requesting storage services to amend their SRF.

In the event the SRF submitted by the Organization does not fall within the scope of the services provided by the Logistics Cluster and/or storage space is unavailable, the Logistics Cluster will inform the Organization in a timely manner that storage services cannot be provided.

Once a SRF is accepted, the Logistics Cluster will notify the Organization of such. At this stage the Logistics Cluster will provide the Organization with a consignment and tracking number and the address of the storage space. The accepted SRFs will be uploaded into a tracking system managed by the Logistics Cluster. By using the tracking number, the Organization can track the status of its cargo online (<http://rita.logcluster.org/rita/public/login.htm>).

The Organization is responsible for delivering the cargo to the storage space provided by the Logistics Cluster. The Organization should inform the Logistics Cluster of the estimated time the cargo will arrive at the storage space. The Organization is responsible for providing the contact details of the truck driver/convoy leader as well as the license plate numbers of the trucks delivering the cargo to the Logistics Cluster. The Organization should also provide the Logistics Cluster with waybill numbers (and if possible, copies of the waybills) for the consignment. This is not applicable in the event the Organization is using the Logistics Cluster transport services.

Unless otherwise agreed, offloading and handling-in of the cargo at the storage space will be arranged by the Logistics Cluster.

The Logistics Cluster will confirm reception of the cargo by updating the cargo tracking system.

The Logistics Cluster will only release cargo to the Organization (or to another agency specifically authorized by the Organization) after receiving a signed order or **e-mail** from the Organization. The signed order or e-mail must clearly indicate:

1. The Consignment Number
2. Item Description
3. The number of units to be released
4. To whom the cargo should be made available.

The Logistics Cluster will arrange handling-out and will confirm release of the cargo to the Organization by updating the cargo tracking system.

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

SEA TRANSPORT SERVICES

The Logistics Cluster will provide sea transport service, subject to capacity, to Organizations requesting such service in the event other sea transport services are not present or insufficient. Accordingly, 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 Logistics Cluster.

Organizations will be responsible for ensuring that all cargo transported by the Logistics Cluster is adequately insured and that all customs formalities are met prior to transportation.

The Logistics Cluster will provide sea transport service 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. **If there is specific cargo that should be unloaded/stripped in priority it should be brought to the attention of the Logistics Cluster in advance.**

Sea Transport Services Procedure

The Organization requesting sea transport service is required to submit an SRF (Annex 1) to the following Logistics Cluster e-mail address philippines.cargo@logcluster.org. The SRF is available at www.logcluster.org/ops/phl13a. Please be advised that the formatting of the SRF may not be altered.

The information provided on the SRF must specify the type of cargo to be transported, the weight and volume of the cargo along with the preferred date of dispatch. A full packing list must be provided at the time of request.

The request for sea transport service must be submitted at least 24 hours prior to the service commencement date. Exceptions may be made at the discretion of the Logistics Cluster.

Organizations requesting sea transport services are required to provide a contact point to the Logistics Cluster. All SRFs are required to be submitted via the contact point of the Organization requesting the service.

The Logistics Cluster will review all submitted SRFs and where necessary, require additional information and/or clarification prior to processing any requests. In this regard, the Logistics Cluster may require Organizations requesting sea transport services to amend their SRF.

In the event that the SRF submitted by the Organization does not fall within the scope of the services provided by the Logistics Cluster and/or transport capacity is unavailable, the Logistics Cluster will inform the Organization in a timely manner that sea transport services cannot be provided.

Once an SRF is accepted, the Logistics Cluster will notify the Organization of such. At this stage, the Logistics Cluster will provide the Organization with a consignment and tracking number along with details on when and how to delivery their cargo. The accepted SRFs will be uploaded into a tracking system managed by the Logistics Cluster. By using the tracking number, the Organization can track the status of its cargo online (<http://rita.logcluster.org/rita/public/login.htm>).

Unless otherwise agreed, the Organization requesting sea transport service is also responsible for delivery of the items at the port at pick up at the final destination. WFP will coordinate the movement of agency vehicles in and out of the port in order to minimize undue waiting time and congestion. **Due to a lack of labour at Tacloban port, labourers to strip the containers (following discharge) and subsequent loading of cargo onto the trucks must be provided by the receiving organization.**

The recipient of the cargo at the final destination must confirm receipt by signing the document accompanying the cargo.

ROAD TRANSPORT SERVICES

The Logistics Cluster may provide road transport service, subject to capacity, to Organizations requesting such service in the event other road transport services are not present or insufficient. Accordingly, 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 Logistics Cluster.

Organizations will be responsible for ensuring that all cargo transported by the Logistics Cluster is adequately insured and that all customs formalities are met prior to transportation.

The Logistics Cluster will provide road transport service 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.

Road Transport Services Procedure

The Organization requesting road transport service is required to submit an SRF (Annex 1) to the following Logistics Cluster e-mail address philippines.cargo@logcluster.org. The SRF is available at www.logcluster.org/ops/phl13a. Please be advised that the formatting of the SRF may not be altered.

The information provided on the SRF must specify the type of cargo to be transported, the weight and volume of the cargo along with the preferred date of dispatch. A full packing list must be provided at the time of request.

The request for road transport service must be submitted at least 24 hours prior to the service commencement date. Exceptions may be made at the discretion of the Logistics Cluster.

Organizations requesting road transport services are required to provide a contact point to the Logistics Cluster. All SRFs are required to be submitted via the contact point of the Organization requesting the service.

The Logistics Cluster will review all submitted SRFs and where necessary, require additional information and/or clarification prior to processing any requests. In this regard, the Logistics Cluster may require Organizations requesting road transport services to amend their SRF.

In the event that the SRF submitted by the Organization does not fall within the scope of the services provided by the Logistics Cluster and/or transport capacity is unavailable, the Logistics Cluster will inform the Organization in a timely manner that road transport services cannot be provided.

Once an SRF is accepted, the Logistics Cluster will notify the Organization of such. At this stage, the Logistics Cluster will provide the Organization with a consignment and tracking number along with other specifications for pick-up. The accepted SRFs will be uploaded into a tracking system managed by the Logistics Cluster. By using the tracking number, the Organization can track the status of its cargo online (<http://rita.logcluster.org/rita/public/login.htm>).

Unless otherwise agreed, the Organization requesting road transport service is also responsible for loading the trucks at the point of origin and offloading at the final destination.

The recipient of the cargo at the final destination must confirm receipt by signing the document accompanying the cargo.

The above process is summarized in the flowchart in **Annex 3**.

Costs

Any additional or exceptional costs incurred during the provision of these services by Logistics Cluster may be charged to the Organization.

Liability

The Organization can track the status of its cargo online using the following application: <http://rita.logcluster.org/rita/public/login.htm>.

The Organization acknowledges and agrees that WFP is providing this additional service free of charge on an "as is" basis and that the use thereof is at the Organizations' own risk.

WFP expressly disclaims and excludes all warranties, express or implied, statutory or otherwise, including but not limited to, the implied warranties of merchantability, non-infringement of third party rights, and fitness for a particular purpose. WFP makes no representations or warranties concerning the accuracy, completeness, security or timeliness of the content, information or services provided on or through the use of the web application. No information obtained from the website shall create any warranty not expressly stated by WFP in these terms of use.

WFP hereby excludes all liability for any claim, demands, or damages of any kind whatsoever arising out of or in connection with the use of this application including without limitation, indirect or consequential loss or damage; loss of actual or anticipated profits and/or loss of revenue.

Cargo packaging requirements

The Organization receiving the service is responsible for ensuring that its cargo has been appropriately prepared and able to withstand road transportation hazards.

Organizations receiving transport services must clearly indicate on the cargo details of the final consignee; the destination; and contact information as well as any special cargo handling requirement.

Organisations receiving storage services must clearly indicate on the cargo details of the cargo as well as any special handling requirement.

Large and over-sized items

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

Dangerous goods

The Logistics Cluster may be able on a case-by-case basis to transport some dangerous goods. Consultation with Logistics Cluster is required before submitting an SRF for road transportation service of dangerous goods.

Cold storage

Logistics Cluster/ WFP 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.

Logistics Cluster contact

All inquiries related to Logistics Cluster must be sent to philippines.cargo@logcluster.org.

Annex 1 – Example of SRF

Logistics Service Request Form v4.4



INSTRUCTIONS FOR USE: Please complete this form as complete as possible and attach a full packing list as a supplement. The form and packing list may be sent electronically to the Logistics Cluster as an **Excel** file. If there is insufficient spacelines, please use additional forms – please do NOT add lines to the current form.

Email to:	philippines.cargo@logcluster.org	<small>*: indicate mandatory field</small>	CONSIGNEE <small>▪</small> :	
CONSIGNOR <small>▪</small> :			Contact Name <small>▪</small> :	
Contact Name <small>▪</small> :			Telephone No <small>▪</small> :	
Telephone No <small>▪</small> :			E-Mail <small>▪</small> :	
E-Mail <small>▪</small> :			SRF Number (Issued by WFP)	
Consignor Reference				
Clearing Agent			Telephone No <small>▪</small> :	
Contact Name <small>▪</small> :			E-Mail <small>▪</small> :	

Transport Service		
FROM :	TO :	
Date Ready for Movement: (DD/MM/YY)		
Special Services (Δ: available only in some areas - Check operating procedures for availability)		
Cargo to be collected from	YES / N (Date ready to be collected (DD/MM/YY))	
Collection Site Address		
Cargo to be delivered to Consignee Δ:	YES / NO	
Delivery Site Address		
Cargo is to be stored Δ:	YES / N (To be stored until date (DD/MM/YY)):	
Site:		
Special Instructions		
Fragile	Dangerous**	* Cold Chain temperature range (C°):
Cold chain*	Regulated	** UN ID Number for Dangerous cargo:

Special Instruction (For Storage or Transport):

** Transport of dangerous goods must be done in compliance with the regulations established by the United Nations Model Regulations; chemicals presenting physical hazards must be labeled according to the Globally Harmonized System of Classification and Labelling of Chemicals (GHS). The UN ID box above should list the UN ID number for each all dangerous goods. Dangerous goods also include a wide variety of items; gases (such as compressed/flammable/non-flammable/refrigerated/ poisonous), corrosives (such as acids/alkalis) wet batteries, flammable liquids/liquids (fuel/oil/antifreeze/lighters), oxidizing materials (such as bleach powder), explosives (such as ammunition/fireworks/flares), medical supplies (including syringes/needles/insulin/thermometers). If you are in any doubt about the nature of your cargo, please consult with relevant agency. For more info: http://www.wfp.org/press/docs/2011/04/pressrel_11_04_01

SRF#	Description*	Accounting Unit		Packaging / Bundling		Transport Space		Category
		Total No. of Items*	Unit Type*	No. of Packages*	Packages or Bundling Description* (Only if Applicable)	Total Gross Wt. (KG) **	Total Vol. (m ³) **	
ex	BUCKET - 20 LITRE	1000	Each	6	Pallet	780	46	WASH
1								
2								
3								
4								
5								
6								
7								
8								
9								
Totals:						0	0	

1. All manifests/consignment lists/transport invoices should be completed and the cargo available at the departure location as requested by the Logistics Officers at the respective loading location. Please note the service provider cannot hold liable for any damage or loss of any goods.

2. I hereby certify that the details above are complete/accurate and that the listed cargo is the property of a humanitarian organization and is for humanitarian purposes only. The required documentation will be ready for the items to be transported on the date entered above. I declare that all the information contained in this form is true and correct.

Name :		Date (DD/MM/YY):	
Position :		Signature :	

Conditions of service:

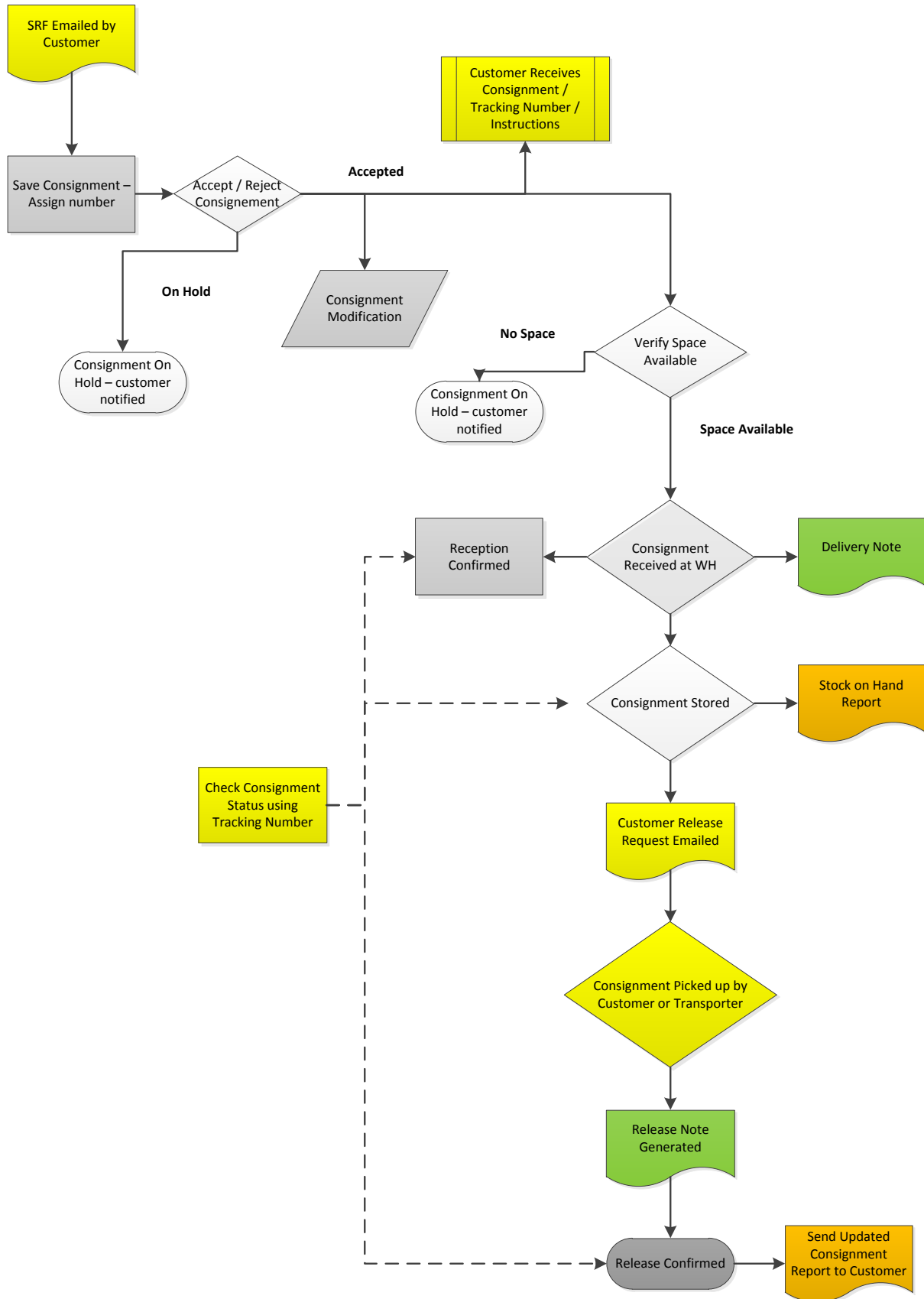
All cargo movement requests made with this SRF are subject to the following terms and conditions:

- (i) The service provider acts as an agent for the service users.**
- (ii) The service provider assumes no responsibility for the transportation and storage and/or for any loss of or damage to the Goods carried**



Annex 2 – 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 3 – 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):

