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

The objective of these services is to provide 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 Logistics Cluster plans to provide these services for a period of two months from activation of the Logistics Cluster in response to the Gaza Emergency (30 July 2014), with the possibility of further extension should the emergency situation 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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 published online and shared as required.

Please also see:
- Annex 1 (Conditions of Services)

KEY NOTES TO USERS REGARDING SERVICE REQUESTS FORMS (SRFs)

- There should only be one SRF per location of origin and destination, and the user should not include multiple pick up locations or multiple destinations on one SRF.
- Cargo requiring special handling must have its own SRF form. This is to ensure clarity in exactly which cargo requires specialized handling and movement.
- The user should not request multiple services on one SRF. Storage and Transport service requests must be submitted on separate SRFs.

(1) STORAGE SERVICES
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, staging areas are available in
- Ashqelon
- Jerusalem
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- Hebron
- Ramallah
- Nablus

Currently, warehouse space is available in:
- Jerusalem
- Hebron
- Middle Area/Gaza City (800 m²)
- Khan Younis (600 m²)
- Rafah (450 m² and refrigerated storage of 40 m²)

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 may 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 make space available 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 of the need for increased storage time and their plans to soon remove their items.

Other locations for storage space will be considered on a case by case basis.

HOW TO REQUEST STORAGE

- The requesting organization must fill in and submit a Service Request Form (SRF) to the Logistics
- On the SRF, the requesting organization must specify the type of cargo to be stored, weight, volume
  and the time period for which storage is requested. The requesting organization can 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 the discretion of the Logistics Cluster.
- All storage requests must be submitted using the Service Request Form, and must be sent in as a
  Microsoft Excel file, from an approved agency contact point, to: gaza.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 system.
- The Logistics Cluster will check the submitted SRF and resolve any queries with the requesting
  organization:
  - If this necessitates an amendment to the submitted SRF, then the Logistics Cluster will advise
    the requesting organization to provide an amended SRF.
  - If the SRF request falls outside the services provided by the Logistics Cluster (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
    requestor will be notified the submitted request has been accepted and a consignment
    number and tracking number for the request will be issued.

logcluster.org/ops/gaza14a
After receiving confirmation from the Logistics Cluster the request has been accepted, the requesting organization should inform the Logistics Cluster 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 Logistics Cluster contact person to enable the trucks with cargo to be guided to the Logistics Cluster’s warehouse.

The requesting organization should also provide the Logistics Cluster with 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 the Logistics Cluster to easily identify the arriving cargo. However, if the agency is already using the Logistics Cluster transport services, it will not be necessary to provide these details, as the Logistics Cluster will already have them.

Requesting organizations will bring their cargo to the Logistics Cluster warehouse at their own cost. Offloading and handling-in will be arranged by the Logistics Cluster.

The Logistics Cluster will confirm receipt of the cargo in the warehouse by updating the cargo tracking system.

Cargo will not be released from the warehouse unless the Logistics Cluster either receives a signed order from the organization or an emailed message from a known agency contact. The release request should indicate the consignment number, line item number and number of units of the cargo to be released, and should specify to whom the cargo should be made available. The Logistics Cluster 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 provided at time of the request's acceptance. Tracking numbers can be entered here: [http://rita.logcluster.org/rita/public/login.htm](http://rita.logcluster.org/rita/public/login.htm)

Further inquiries regarding the consignment information should be sent to the Logistics Cluster Coordinator (hien.adjemian@wfp.org).

(2) ROAD TRANSPORT SERVICES

The Logistics Cluster will transport relief cargo by road from any of the listed staging areas or storage locations to any other listed hubs or storage locations, including delivery into the Gaza Strip to organisation or agency locations, security and access permitting. This service is not intended to compete with the local transport market. The Logistics Cluster fills logistics gaps in the response, and is a provider of the last resort. Organizations are encouraged to identify a commercial transporter before approaching the Logistics Cluster.

Please 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 the 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 Logistics Cluster will ensure that prioritisation is given 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.
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HOW TO REQUEST TRANSPORT (ROAD/AIR)

- All transport requests must be submitted using the Services Request Form, and must be sent in as a Microsoft Excel file, from an approved agency contact point to: gaza.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 system.
- Final consignee, destination and contacts must be clearly indicated on the cargo and in the request, in addition to any special cargo handling requirements (dangerous goods, cold chain requirements, etc.).
- The Logistics Cluster will check the SRF and resolve any queries with the requesting organization:
  - If this necessitates an amendment to the SRF, then the Logistics Cluster will advise the requesting organization to provide an amended SRF.
  - If the request falls outside the services provided by the Logistics Cluster (or transport services are not available), the requesting organization will be notified that 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 number** and **tracking number** issued for the request.
  - The requesting organization will be informed of the estimated time of transport for the cargo.
- The requesting organization must inform the Logistics Cluster of the preferred place and time of loading at least 24 hours in advance.
- The Logistics Cluster may transport items from its common warehousing locations, using WFP waybills.
- The Logistics Cluster may load items at its own warehouses as well.
- The Logistics Cluster will confirm the time and pickup of the cargo, once trucks have been confirmed.
- The Logistics Cluster will transport the cargo and keep the organization informed regarding progress.
- When the cargo arrives at the final destination, the receiving organization should arrange offloading.
- The sending organization, or the designated consignee, should confirm receipt through signing the waybill, which accompanies the cargo.

Further inquiries regarding the consignment information should be sent to the Logistics Cluster Coordinator (hien.adjemian@wfp.org)
ANNEX 1

Conditions of services

- When providing services under the SOPs, the Logistics Cluster acts as the agent for the service users.
- The Logistics Cluster 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 Logistics Cluster 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 Logistics Cluster 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 Logistics Cluster office through a specific template, the Service Request Form (SRF), which include details such as commodity, size, weight, consignee, destination, etc. The SRF will be made available and partners will be informed when these are available.
- The Logistics Cluster 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 is made (i.e. the requesting organization is contacted to bring its cargo to the agreed location for storage/transport). This 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 Logistics Cluster.

Costs that may be incurred

- 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. 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;
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- Any other costs may be incurred due to circumstances beyond the control of the Logistics Cluster and/or the service providers.

**Liability**
- When providing services under the SOPs, the Logistics Cluster acts as an agent for the Service Users.
- The Logistics Cluster 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 Logistics Cluster 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.
- The Logistics Cluster reserves the right to refuse cargo that has not been properly packed, as improper packing can lead to delayed transport and reduced space for other organizations.
- 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 requirements.

**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 able to accept hazardous goods for transportation on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting a SRF.
- In general, the Logistics Cluster does not usually offer temperature controlled transport or storage. However, requests would 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.
- All inquiries related to the Logistics Cluster services must be sent to the Logistics Cluster Coordinator (hien.adjemian@wfp.org)