Standard Operating Procedures (SOPs)
Temporary Storage
22 March 2019

OVERVIEW

This document provides an overview of the logistics services to be made available through the Logistics Cluster, how humanitarian actors responding to the crisis in Mozambique may access these services, and the conditions under which these services are to be provided.

The objective of these services is to enable responding organizations to establish an uninterrupted supply chain that supports the delivery of humanitarian 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 market. Rather, they are intended to fill identified gaps and provide a last resort option in case other service providers are not available.

These services are planned to be available until 30 September 2019, with the possibility of further extension. The services may be withdrawn before this date in part or in full, for any of the following reasons: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
- No longer an agreed upon/identified need
- Funding constraints

This document will be updated, and services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the Cyclone Idai Operations page (https://logcluster.org/ops/cyclone-idai19**) and shared via the mailing list.**

KEY NOTES TO USERS

I. Any communications, requests, and all documentation related to these services should be sent to: mozambique.clustercargo@wfp.org.

II. Insurance for the cargo will remain the responsibility of the Service User in all cases.

III. Implementation of all services is dependent on the security situation, this will affect schedules and access.

IV. Services will be provided 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.

V. Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Mozambique are eligible to use these services ("Service Users").

https://logcluster.org/ops/cyclone-idai19

TEMPORARY STORAGE SERVICES

- The Logistics Cluster is making warehouse space available - on a **free-to-user basis** - to humanitarian organizations for cargo storage (including handling in/out). Currently warehouse space is available in:
  - o Beira
  - o Chimoio
  - o Tete

- Temporary storage will be provided, subject to availability, in a common area to humanitarian organizations.
- All storage space provided is temporary up to three months. The storage space available and the time it is made available may change according to level of usage.
- Service Users should check availability of storage at a minimum of **48 hours in advance** by sending an email to mozambique.clustercargo@wfp.org
- Service Users are responsible for ensuring the removal of their cargo within three months.
- In the event that additional time is required for storage usage, the Service User must inform the Logistics Cluster of such requirements prior to the specified date agreed upon.
- *NOTE: Additional storage time will be subject to availability and at the discretion of the Logistics Cluster.*

HOW TO ACCESS THE TEMPORARY STORAGE SERVICES

- Service Users are required to submit a completed **Service Request Form** (SRF). This SRF must be sent in a MS Excel file copy, from an approved agency focal point to: mozambique.clustercargo@wfp.org,
- E-mails sent from a known user will be considered as being signed by the sending agency. The SRF must be submitted a minimum of 48 hours before they expect to have the cargo ready to deliver to the storage facility.
- A single SRF for the Temporary Storage Service can have only:
  - o One location *where* the cargo will be handed over for service(s) to begin
  - o One date *when* cargo will be handed over for service(s) to begin
  - o One date when the cargo will be handed back when service(s) end.
- All Service Users may provide their organizations a Purchase Order Number or any other internal Reference Number for the cargo (in the "Owner Reference" field) to facilitate tracking of their goods.
- All Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.

  NOTE: General instructions for completing the SRF can be found at: (add link once uploaded on website)

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- The Logistics Cluster will confirm receipt of the SRF within 24 hours and will either: request additional clarification or documentation required; or will register the SRF as "New" in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User.
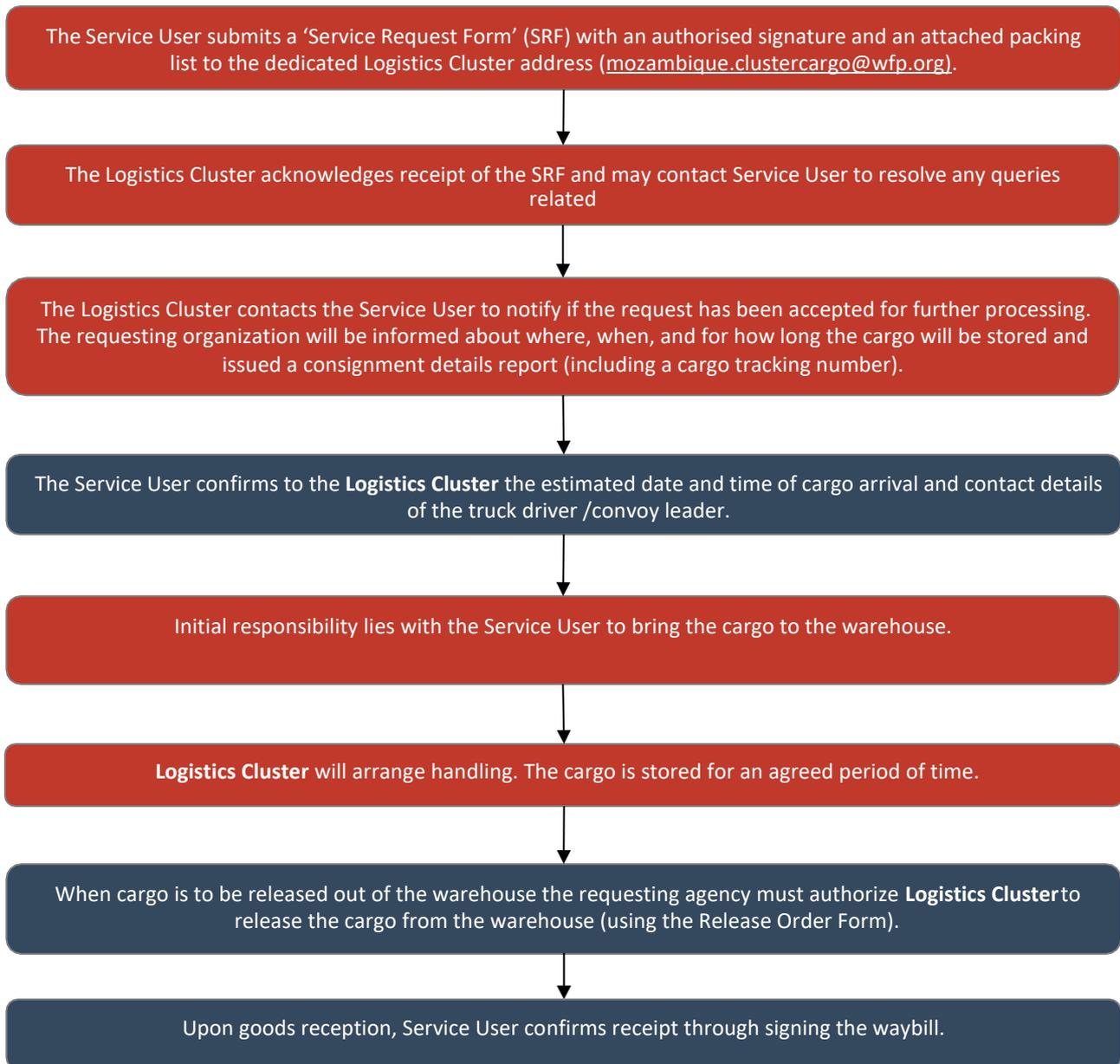
  NOTE: At this point no commitment has been made to provide the service as requested.

- The Logistics Cluster will review all "New" SRFs within 24 hours and will "Accept" the SRF; or will communicate the reason why the service cannot be provided at this time and give the Service User the option to "Cancel" or place the SRF "On-Hold".

- After receiving confirmation from the Logistics Cluster that 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 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.

- 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.

- A representative of the requesting organization should be present when receiving the cargo in the warehouse.

- 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 Release Order Form (ROF) from the consignor organization or a scanned copy attached to email from a known agency contact or implementing partner.

- The release request should indicate the Consignment Number, SRF Line number, Product Description, number of units, 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.

- A representative of the requesting organization should be present when releasing the cargo from the warehouse.

- All enquiries on the status of cargo should be checked online using the tracking number: https://rita.logcluster.org/public/track.htm

- Further inquiries regarding the consignment information should be sent to: mozambique.clustercargo@wfp.org

The above process is summarized in the flowchart in **Annex 1**.

ANNEX 1
Storage Services Flowchart

A <u>simplified</u> 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):

> The Service User submits a 'Service Request Form' (SRF) with an authorised signature and an attached packing list to the dedicated Logistics Cluster address (mozambique.clustercargo@wfp.org).

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> The Logistics Cluster acknowledges receipt of the SRF and may contact Service User to resolve any queries related

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> The Logistics Cluster contacts the Service User to notify if the request has been accepted for further processing. The requesting organization will be informed about where, when, and for how long the cargo will be stored and issued a consignment details report (including a cargo tracking number).

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> The Service User confirms to the **Logistics Cluster** the estimated date and time of cargo arrival and contact details of the truck driver /convoy leader.

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> Initial responsibility lies with the Service User to bring the cargo to the warehouse.

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> **Logistics Cluster** will arrange handling. The cargo is stored for an agreed period of time.

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> When cargo is to be released out of the warehouse the requesting agency must authorize **Logistics Cluster** to release the cargo from the warehouse (using the Release Order Form).

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> Upon goods reception, Service User confirms receipt through signing the waybill.

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LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, International Humanitarian Organizations, and International or National Non-Governmental Organizations (NGOs) operating in Mozambique are eligible to use these services ("Service Users").
- When providing services under these SOP, Service Provider acts as agent for the service users/ requesting organizations. Service Provider assumes no responsibility for storage or transportation and/ or any loss or damage to the goods carried. The service users are responsible for making adequate arrangements for the insurance of their goods. Service Provider undertakes the services in good faith and will ensure that the services are carried out with due diligence
- Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team.
- The point of contact for Mozambique inquiries related to **Temporary Storage services** is: mozambique.clustercargo@wfp.org

CARGO PACKAGING REQUIREMENTS

- Organizations 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.

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 on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting an SRF.
- In general, the Logistics Cluster does not usually offer temperature-controlled storage.

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