

Standard Operating Procedures (SOPs) Transport Services

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 Mozambique emergency 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. The services may be withdrawn before this date in part or in full, for any of the following reasons: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 agreed upon/identified needs,
- Funding constraints.

This document will be updated, and services provided may change as the situation evolves and operational the 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. There should only be one Service Request Form (SRF) per location of origin and destination, and the user should not include multiple pick up locations or multiple destinations on one SRF.
- iii. Cargo requiring special handling must have its own SRF form. This is to ensure clarity in exactly which cargo requires specialized handling and movement.
- iv. Insurance for the cargo will remain the responsibility of the Service User in all cases.
- v. Implementation of all services is dependent on the security situation; this will affect schedules and access.
- vi. 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.
- vii. Only UN Agencies, International Humanitarian Organizations, and International or National Non-Governmental Organizations (NGOs) registered with the Government of Mozambique are eligible to use these services ("Service Users").

OVERVIEW OF SERVICES

- Road transport
- River transport
- Air transport

ROAD TRANSPORT

The Logistics Cluster may provide road transport service from **Beira** and **Chimoio**, to hard to reach areas.

- Cargo insurance and all customs clearance formalities are the responsibility of the requesting organization.
- Services will be planned based on the availability of transport capacity, access, security and permissions.
- Transport can be requested for cargo in common storage facilities in Mozambique: the Service User may also request collection of their cargo from their own warehouse facility or from a commercial service provider acting on their behalf.
- Service Users requesting collection of their cargo from their warehouse or the warehouse of a commercial service provider acting on their behalf will be responsible to organize the loading.
- All Service Users will be responsible to arrange for unloading at all delivery locations; except in cases where the cargo is received into a common storage facility.

RIVER TRANSPORT

The Logistics Cluster may provide river transport service from **Beira** and **Chimoio**, to hard to reach areas.

- Cargo insurance and all customs clearance formalities are the responsibility of the requesting organization.
- Services will be planned based on the availability of transport capacity, access, security and permissions.
- Transport can be requested for cargo in common storage facilities in Mozambique: the Service User may also request collection of their cargo from their own warehouse facility, or from a commercial service provider acting on their behalf.
- Service Users requesting collection of their cargo from their warehouse or the warehouse of a commercial service provider acting on their behalf, will be responsible to arrange for loading.
- All Service Users will be responsible to arrange for unloading at all delivery locations; except in cases where the cargo is received into a common storage facility.

AIR TRANSPORT

The Logistics Cluster may provide air transport service from **Beira** and **Chimoio**, to hard to reach areas.

- Cargo insurance and all customs clearance formalities are the responsibility of the requesting organization.
- Services will be planned based on the availability of transport capacity, access, security and permissions.
- Transport can be requested for cargo in common storage facilities in Mozambique: the Service User may also request collection of their cargo from their own warehouse facility or from a commercial service provider acting on their behalf.
- Service Users requesting collection of their cargo from their warehouse, or the warehouse of a commercial service provider acting on their behalf, will be responsible to organize the loading.
- All Service Users will be responsible to arrange for unloading at all delivery locations; except in cases where the cargo is received into a common storage facility.

HOW TO ACCESS THE TRANSPORT 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 the following address: 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 load.
- A single SRF for the Transport Service can have only:
 - One location – *where* the cargo will be handed over for service(s) to begin (in the “FROM” field)
 - One date – *when* cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field)
 - One location – *where* the cargo will be handed back when service(s) end (in the “TO” field)

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

- Service Users requesting collection of their cargo from the warehouse of their clearing and forwarding agent are asked to provide contact details for their agent on the SRF in the “Clearing Agent” fields (including: agent/company name, telephone number, contact name, and e-mail address).
- All Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.
- The Logistics Cluster will confirm receipt of the SRF within one working day 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 one working day 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”.
- 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 responsible for the loading of the trucks at the point of origin. The requesting organization is also obliged to provide the shipping documentation to the truck drivers.
- The Logistics Cluster may transport items from its common warehousing locations, using WFP waybills. The Logistics Cluster will confirm the time and pickup of the cargo, once trucks have been confirmed.

NOTE: For “Accepted” SRF status all cargo must be ready to load at the agreed upon date. Any quantity of cargo not ready at that time will be recorded as “Not received from the Service User”. A new SRF will have to be submitted for the remaining quantity of cargo not ready at that time, with a new ‘Ready to load’ date.

- 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.
- 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 summarised in the flowchart in Annex 1.

ANNEX 1

Transport Flowchart

A simplified summary of the usual steps involved in transport services is given in the flow chart below:



 Steps Service User must take

 Steps Logistics Cluster/WFP will take

LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, International Humanitarian Organizations, and International or National Non-Governmental Organizations (NGOs) operating across Mozambique are eligible to use these services (“Service Users”).
- When providing services under these SOPs, WFP acts as agent for the service users/ requesting organizations. WFP 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. WFP 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 inquiries related to **Transport services** is: mozambique.clustercargo@wfp.org

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.
- 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.
- 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 requirement.

LARGE AND OVER-SIZED ITEMS

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

HAZARDOUS GOODS

- 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 an SRF.