Standard Operating Procedures (SOPs)
Warehousing, Transport & Logistics Services
January 2015

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 Floods in Malawi.

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, 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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 full cost to the user.
Currently, warehouse space is available in:
- Bangula
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 Cluster, using the provided template at [http://logcluster.org/document/service-request-form-5](http://logcluster.org/document/service-request-form-5)
- 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: hien.adjemian@wfp.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.
- 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.
Malawi Floods

- 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 requests 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) TRANSPORT SERVICES

Road
The Logistics Cluster will transport relief cargo by road from storage on a full cost recovery base. 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.

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.

Airlift services

This service is on a no cost to user base. The provision and priority of air lift services is determined by the SRF document submitted by the relevant Cluster Coordinator to the Logistics Cluster. It is the responsibility of individual Clusters to prioritize interventions internally, prior to requesting airlift services from the Logistics Cluster.

River Transport

The Logistics Cluster will provide barge services on a no cost for user basis when and if river access is possible.
Malawi Floods

HOW TO REQUEST TRANSPORT

- Requesting access to any service must begin with the submission of a service request form (SRF) to the Logistics Cluster Coordinator (hien.adjemian@wfp.org). The requesting organisation (RO) should submit one SRF per location of origin and destination, do not include multiple pick up locations or multiple destinations on a SRF.

- The RO must specify the type of cargo to be transported and indicate the correct weight and volume.

- The Logistics Cluster will liaise directly with the RO to organise the dispatch of supplies as indicated on the SRF.

- The RO is also obliged to provide the Logistics Cluster/Transporters with necessary documentation such as packing list, waybills, etc.

- The RO or designated consignee must confirm receipt through signing the waybill, or issuing a Good Receive Note (GRN).

- 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 review the SRF and resolve any queries directly with the RO and request amendments to the SRF, if necessary.

- If the request falls outside the services provided by the Logistics Cluster (or are not available) the RO will be notified promptly.

- The Logistics Cluster expects that all organizations have updated contact lists and points of contacts for dispatch and receiving of cargo in field locations.

- 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 Logisitcs 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;
Malawi Floods

- 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)