

Please note that Pacific Air Transport Services will only be provided if there are no viable commercial options available. Information on currently available commercial options is posted on the [Logistics Cluster Pacific Operations webpage](#).

Transport and Storage Services

OVERVIEW

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

The objective of these services is to enable responding organisations to establish an uninterrupted supply chain that supports the delivery of medical and humanitarian relief items to the affected population. These services are not intended to replace the logistics capacities of other organisations, 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.

The services may be amended or withdrawn in part or in full, for any of the following reasons: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 Pacific Operations page (<https://logcluster.org/ops/pacific>) and shared via the mailing list.

KEY NOTES TO USERS

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

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

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

Services will be provided in accordance with the priorities set by the Pacific Humanitarian Team. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in the Pacific are eligible to use these services (“Service Users”).

Pacific Island Governments are also eligible to use these services, and for applicable countries, requests should be submitted to the Logistics Cluster via the Pacific Islands Forum Secretariat (PIFS)’s Pacific Humanitarian Pathway. All other Pacific Island Governments should submit their requests directly to the Pacific Logistics Cluster – pacific.clustercargo@wfp.org.

Eligible organisations will need to provide a list of no more than two staff who can submit requests on behalf of their organisation. Once this list is approved, requests emailed by these approved staff members will be considered as signed.

Only requests for eligible cargo will be considered. Eligible cargo requests need to meet all of the following criteria:

- cargo requires urgent delivery;
- cargo cannot be feasibly delivered by commercial means in the required timeframe;
- Cargo is:
 - medical items for the management of patients with COVID-19, or
 - medical and/or non-medical items related to the treatment, prevention and mitigation of COVID-19, or
 - other humanitarian cargo.

Overview of Services

The Pacific Logistics Cluster will facilitate the following services:

- cargo consolidation at the hub in Nadi, Fiji for cargo in transit only;
- access to WFP Pacific Air Operations flights for cargo;
- freight forwarding to the bonded warehouse (for transit cargo only) from WFP Common Services flights into Fiji;
- freight forwarding onto WFP Pacific Air Operations flights from the bonded warehouse at Nadi Airport.

TEMPORARY STORAGE SERVICES (BONDED WAREHOUSE)

- The Pacific Logistics Cluster is making warehouse space available - on a free-to-user basis - to humanitarian organizations and Pacific governments for storage for cargo in transit only (including handling in/out). Currently warehouse space is available in:
 - Nadi, Fiji

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

1. Temporary storage will be provided, subject to availability, in a bonded warehouse in Nadi, Fiji.
2. Storage space is available for cargo in transit only.
3. All storage space provided is temporary up to two weeks. The storage space available and the time it is made available may change according to level of usage.
4. Service Users should check availability of storage at a minimum of 72 hours in advance by sending an email to pacific.clustercargo@wfp.org
5. Service Users are responsible for ensuring the removal of their cargo within two weeks. This may depend on availability and scheduling of flights.
6. In the event that additional time is required for storage usage, the Service User must inform the Pacific Logistics Cluster of such requirements prior to the specified date agreed upon.
7. If cargo is left in the transit warehouse for longer than two weeks, costs for storage may be recovered from service users depending on the reason for the extension of services.

NOTE: Additional storage time will be subject to availability and at the discretion of the Pacific Logistics Cluster.

HOW TO ACCESS STORAGE SERVICES

- Service Users are required to submit a completed Logistics Cluster [Service Request Form \(SRF\)](#). The SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: pacific.clustercargo@wfp.org. Emails sent from an authorised user will be considered as being signed by the sending agency. 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:
 - one location where the cargo will be handed over for service to begin (Pacific Logistics Cluster Warehouse, Nadi);
 - one date when cargo will be handed over for service to begin - 'beginning date';
 - one location where the cargo will be handed back when service end – end date. If the end date is currently unknown due to flight scheduling, make the end date two weeks after the beginning date.

NOTE: If the cargo is coming off a WFP Aviation Service flight in Nadi, please include the flight details in the comments section of the SRF.

NOTE: General instructions for completing the SRF can be found at: <https://logcluster.org/document/pacific-region-service-request-form-instructions-srf>

- All Service Users should provide their organisations PO Number(s) 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.
- 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 facilitate the service as requested.

- The Pacific Logistics Cluster will review all “New” SRFs within 24 hours and will either: request additional clarification or documentation; will “Accept” the SRF; or will communicate the reason why the service cannot be facilitated 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’s warehouse.
- The requesting organisation should also provide the Pacific 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 Pacific Logistics Cluster to easily identify the arriving cargo.
- Requesting organisations will bring their cargo to the Pacific Logistics Cluster warehouse at their own cost unless the cargo is arriving via a WFP Air Operations flight into Fiji.
- If the cargo is coming directly off a WFP Air Operations flight in Fiji but the final destination is another Pacific country, the Pacific Logistics Cluster will be responsible for ground handling and freight forwarding to the transit warehouse.
- If the cargo is coming off a WFP air operations flight in Fiji and the final destination is Fiji, partners are required to organise their own customs clearances, freight forwarding and transport from the airport.
- The Pacific 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 Pacific 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.
- Cargo can also be released under an SRF if the cargo is then going on a WFP Air Operations flight (see air transport section).
- The release request should indicate Consignment Number, number of units, volume and tonnage of the cargo to be released, and should specify to whom the cargo should be made available. The Pacific Logistics Cluster will arrange handling-out and will confirm release of the cargo to the receiving organisation.
- 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: pacific.clustercargo@wfp.org

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

AIR TRANSPORT

- Air transport from Fiji to other Pacific countries is provided on a free-to-user basis.
- Air transport will only be organised if there are no timely and viable commercial options available.
- To access air transport, organisations will need to submit SRFs to the Pacific Logistics Cluster - pacific.clustercargo@wfp.org.
- Services will be planned based on the availability of transport capacity, access and permissions.
- Prioritisation of flights and cargo will be based on the requests submitted and will follow the prioritisation process outlined in Annex 3.

- Organisations will be responsible for insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organization.
- Transport can be requested for cargo from the Pacific Logistics Cluster transit warehouse in Nadi to the final destination. This will be covered by one SRF and Logistics Cluster will transport cargo from the Nadi warehouse and to the airport for access to WFP Pacific Aviation flights.
- From all other locations, organisations are responsible for moving their own cargo to the airport.
- All Service Users will be responsible to arrange for freight forwarding and customs clearances at the final country destination.

HOW TO ACCESS THE AIR TRANSPORT SERVICES

- Service Users are required to submit a completed Logistics Cluster [Service Request Form \(SRF\)](#), SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: pacific.clustercargo@wfp.org. Emails sent from an eligible user will be considered as being signed by the sending agency. SRF must be submitted a minimum of 48 hours before they expect to have the cargo ready to load.
- A single SRF for the Air 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: <https://logcluster.org/document/pacific-region-service-request-form-instructions-srf>

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

NOTE: At this point no commitment has been made to facilitate the service as requested.

- The Pacific Logistics Cluster will review all “New” SRFs within 24 hours and will either: request additional clarification or documentation; 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”.
- Cargo will be prioritised – for further details on this, please refer to Annex 3.
- Please note that this is a transport-only service. Insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organisation
- The requesting organisation is responsible for the loading of the trucks at the point of origin and delivering the cargo to the airport to access the air transport.

- If the organisation's cargo is in the Logistics Cluster transit warehouse and they are accessing a WFP Air Operations flight, the Pacific Logistics Cluster will transport cargo to the airport for air transport.
- The Pacific Logistics Cluster will confirm the time and pickup of the cargo, once the flight has been confirmed.
- The Pacific Logistics Cluster will transport the cargo and keep the organization informed of the progress.
- When the cargo arrives at the final destination, the receiving organization should arrange customs clearances and freight forwarding.
- The sending organization, or the designated consignee, should confirm receipt of all cargo.
- Further inquiries regarding the consignment information should be sent to: [Pacific.clustercargo@wfp.org](mailto:pacific.clustercargo@wfp.org)

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

LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in the Pacific are eligible to use these services ("Service Users").
- Pacific Island Governments are also eligible to use these services, and for applicable countries, requests should be submitted to the Logistics Cluster via the PIFS Pacific Humanitarian Pathway. Other Pacific Islands Governments send their requests directly to the Pacific Logistics Cluster.
- When providing services under these SOPs, WFP acts as agent for the service users/ requesting organisations. 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 UN Country Team and the Regional Health Cluster / Joint Incident Management Team (JIMT).
- The point of contact for the Pacific enquiries related to Air Transport and Temporary Storage services is: pacific.clustercargo@wfp.org.

CARGO PACKAGING REQUIREMENTS

- Requesting organizations are responsible for ensuring their items have been packed in the appropriate transport container and handling the physical requirements of the operational transport. The Pacific 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.
- 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

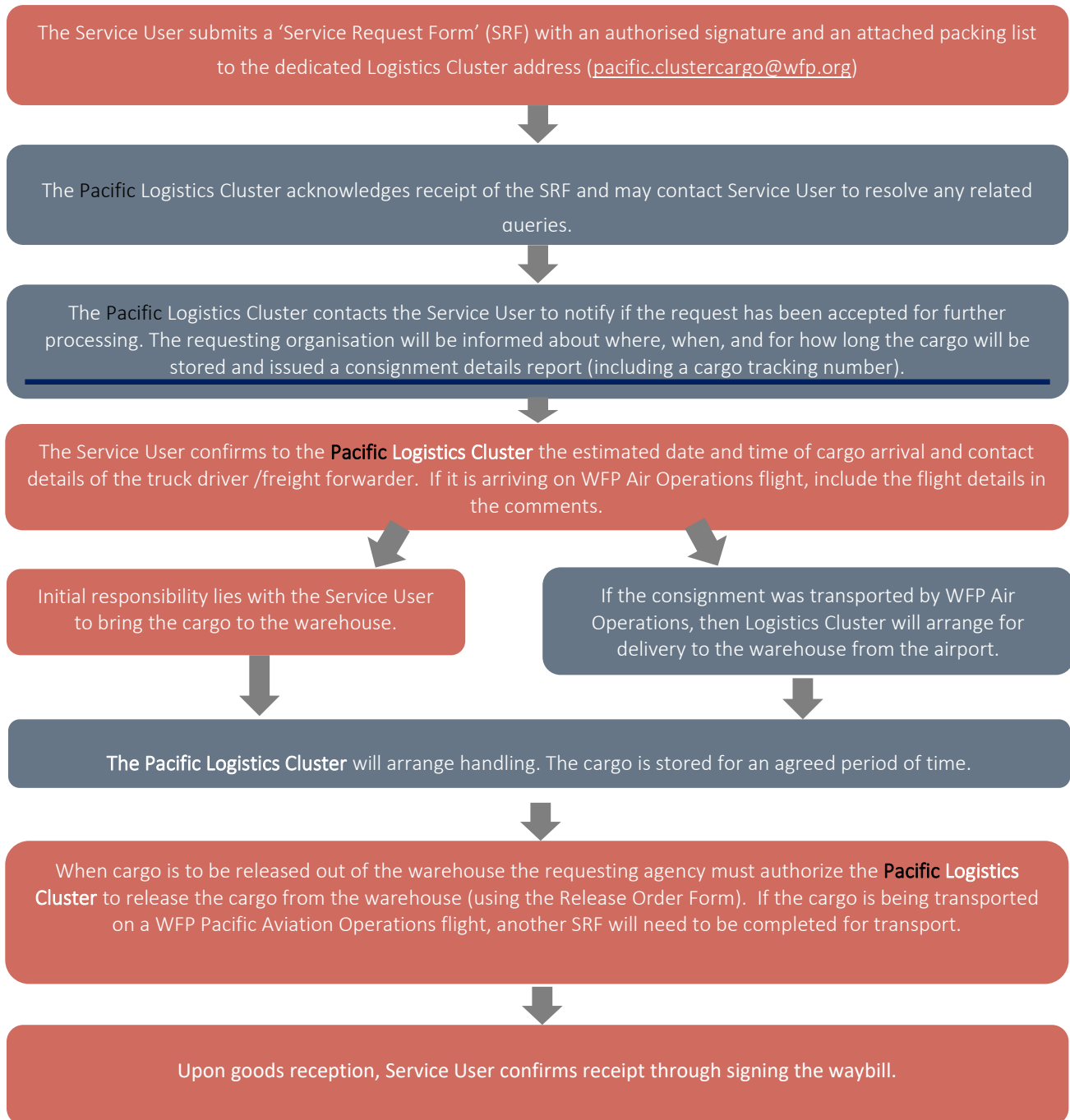
- Large, long, over-sized etc. items will be handled according to available capacity.

HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

- The Pacific 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 Pacific Logistics Cluster does not usually offer temperature-controlled transport or storage. However, requests would be considered on a case by case basis.

ANNEX 1 - 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).

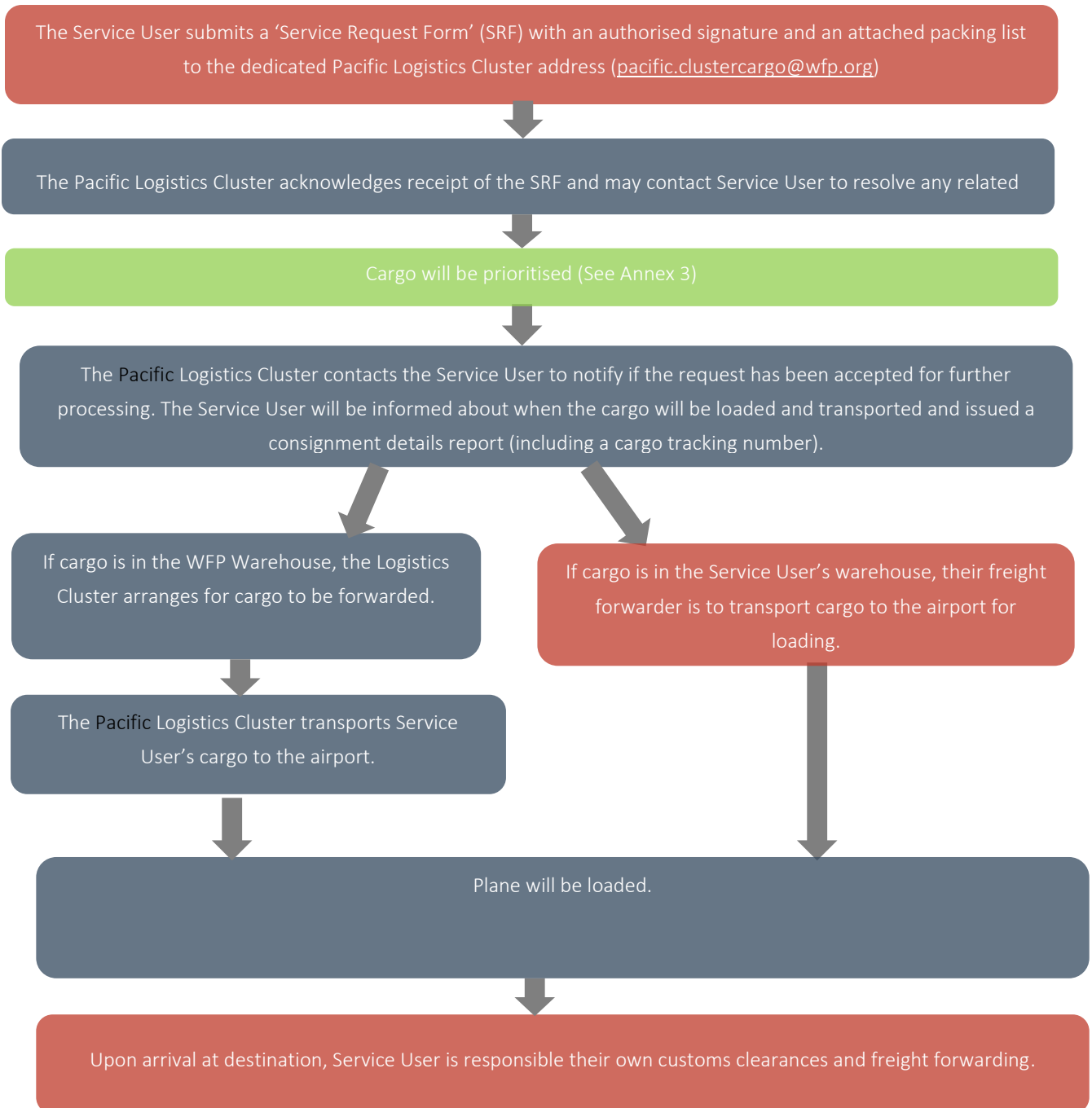


 Steps Service User must take

 Steps the Pacific Logistics Cluster/WFP will

ANNEX 2 – Air Transport 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).



- Steps Service User must take
- Steps the Pacific Logistics Cluster/WFP will
- Steps Prioritisation panel must take

ANNEX 3 - Prioritisation

WFP is a service provider and does not make decisions about the prioritisation of cargo movements.

- Priorities will be set by the Resident Coordinator/Pacific Humanitarian Team.
- The current priority is the health sector.
- Within the health sector, priorities will be set by WHO / J-IMT, noting that J-IMT is acting as the regional health cluster.

Type of cargo:

- Priority 1: Items on the WHO list of [priority medical devices for COVID-19 case management](#)
- Priority 2: Other medical and non-medical items related to the treatment, prevention and mitigation of COVID-19.
- Priority 3: Other humanitarian cargo.

Eligible cargo will be defined as:

- cargo requires urgent delivery;
- Cargo that cannot be feasibly delivered by commercial means in the required timeframe (this includes both sea and air transport options);
- Cargo is:
 - Medical and/or non-medical items related to the treatment, prevention and mitigation of COVID-19, or
 - other humanitarian cargo.
- Cargo request comes from an eligible user/entity:
 - Humanitarian organisation;
 - Pacific Island Governments (via Pacific Humanitarian Pathway (PHP-C) where applicable).