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

Background

The humanitarian situation in South Sudan has deteriorated significantly since 15 December 2014 when violence erupted in Juba and consequently spread throughout the country. Currently seven out of 10 states are affected, with over 700,000 people displaced. Due to the on-going hostilities, access via surface level transport (river and road) has been significantly impeded due to insecurity leaving the humanitarian community with limited options to deliver life-saving cargo to displaced populations scattered across the country. Delivery of humanitarian cargo via main supply routes is likely to be disrupted and the humanitarian community will need to explore alternative options to secure the prepositioning of their relief items.

In addition to security constraints, the complex operating environment presents further challenges in terms of delivering large quantities of humanitarian aid. Poor infrastructure and limited logistics assets currently in-country have a negative impact on the humanitarian response and on-going insecurity and active violence continue to affect the majority of South Sudan’s weak road network, isolating communities in need and rendering the provision of humanitarian assistance extremely difficult with most areas accessible only by air.

However, as some areas are minimally affected and are returning to protracted relief operations, the Logistics Cluster will provide transport services for normal programming on a cost-recovery basis beginning 01 January 2014.

Overview

This document provides an overview of the inter-agency transport and logistics services offered as part of the Logistics Cluster South Sudan Operation, as well as the coordination mechanism established by the Logistics Cluster to support and address any humanitarian logistics issues within the Republic Of South Sudan. There is also a need for information sharing between the various actors to mitigate any duplication of efforts and maximize the use of available logistics assets and resources.

The Logistics Cluster activities aims to ensure the humanitarian community has access to sufficient logistics capacities to ensure an uninterrupted supply of life-saving relief items is able to reach the affected populations.

These services are not intended to replace the logistics capacities of the agencies or organizations but rather supplement them through the provision of common services to fill identified gaps and address agreed upon bottlenecks.

These services will be offered for a limited period of time, in part or in full, and can be suspended for the following reasons:

- Changes in the situation and context
- Funding constraints
- No longer an agreed upon/identified need for prioritization, facilitation and/or coordination

This document will be regularly updated as the situation evolves and operational requirements develop. Updated versions will be sent to the Logistics Cluster User Group via email and uploaded online. Please check for updates at http://www.logcluster.org/ops/ssd11a

KEY NOTES TO USERS REGARDING SERVICES

- Only humanitarians organizations operating in the Republic of South Sudan (RoSS) can access Logistics Cluster Services;
- If requesting services outside of the scope of emergency response activities, a Service Level Agreement (SLA) must be signed by head of agency and cross-signed by WFP;
- Transport and warehouse services apply only within the RoSS;
- If multiple Service Request Forms (SRFs) are submitted by several organizations at once, the LC will ensure that prioritization is done in accordance with the priorities set by the Humanitarian Coordinator (HC) and the United
Nation Humanitarian Country Team (HCT). As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities;

- The LC does not have the equipment required to manage cold chain and dangerous Goods. However, requests will be considered on a case by case basis;
- The point of contact for RoSS inquiries related to Transport & Storage services is: southsudan.cargobooking@logcluster.org,
- All other inquiries should be sent to: southsudan.logs@logcluster.org;
- Cargo MUST be available in the RoSS and property of the Requesting Organization (RO);
- Oversized cargo will be handled according equipment availability;
- Cargo movements and Storage requests will only be accepted through the use of an electronic Service Request Form (SRF) and with a clearly defined consignee which must be submitted 48 hours prior to the requested time of service. Service within 48 hours is not guaranteed and shipments will be based on consignments;
- Accurate information on the SRF is critical for successful tracking and documentation. The user should carefully review the SRF document before electronically submitting the form to the Logistics Cluster (LC). All SRFs are to be submitted to southsudan.cargobooking@logcluster.org;
- The maximum period of storage in Logistics Cluster assets shall be 90 days;
- All cargo must be clearly marked and accompanied by a complete set of paperwork, i.e. Waybill, Packing List and copies of the SRF. No cargo can be received or released unless complete documentation is received by the Logistics Cluster at time of loading/receiving;
- A Release Order (RLO) signed by an authorised person (user or final consignee) is needed before cargo from Common Warehouses will be handed over by the Transit Hub Staff to a transporter.

**Crisis/Emergency Response Related Cargo Movements**

The LC will provide transport of emergency relief cargo by road, river, and air to multiple locations in the RoSS (depending on the prevailing security situation, and access constraints) for emergency response to crisis situations (as agreed by Inter-Cluster Working Group – ICWG – prioritization). This service will be provided to users at no direct cost and will not require signature of SLA. However, free-to-user services are only provided for crisis response and will be provided for a limited time only. All services are based on level of funding available to allow for the services to be provided on a free-to-user basis.

Note that this is a transport service only. Insurance of the cargo and all customs clearance formalities are the responsibilities of the RO. The RO will be responsible for the loading at the point of origin and off-loading at the FDP (Final Delivery Point), except for River transport where these services are included.

**How to access the airlift services**

In order to ensure a coordinated airlift response, RO to submit all service request forms (SRF) to their respective Cluster Coordinator for endorsement. Once endorsed, the Cluster Coordinator instructs the Logistics Cluster to action the request by following the below listed procedures:

- Requesting access to any service must begin with the submission of a service request form (SRF) to the relevant Cluster Coordinator. The 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 Cluster Coordinator will review the request ensuring the supplies are the appropriate type and quantity for the response in question and either approve, decline or request amendment to the SRF.
- The Cluster Coordinator will liaise directly with the RO if amendments are required before submitting to the Logistics Cluster for action.
- Once the SRF is approved, the Cluster Coordinator submits the SRF on behalf of the RO by email to southsudan.cargobooking@logcluster.org. Receipt of SRFs will be confirmed within 24 hours by cargo booking confirmation email.
- The Logistics Cluster will liaise directly with the RO to organise the dispatch of supplies.
- The RO is also obliged to provide the LC/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).
- The LC will transport the cargo and keep the organisation informed about the progress of the operation by updating the online tracking system, Relief Item Tracking Application (RITA).
How to access the services

Requesting access to any service must begin with the submission of a SRF.

- The RO must specify the type of cargo to be stored, the weight, volume, and the period for which storage is requested via a SRF. A full packing list (including value of the commodities) is also required.
- Note: 48 hours’ notice is required for all cargo storage requests. Exceptions can only be made in case of lifesaving nature and are approved at the discretion of the LC Coordinator.
- All Cargo Movements and Storage request must be submitted using the Services Request Form sent as a Microsoft Excel file by email to southsudan.cargobooking@logcluster.org. Receipt of SRFs will be confirmed via email.
- Emails sent from a registered organisation will be considered as being signed by the RO.
- The LC 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 LC (or are not available) the RO will be notified promptly.
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- If the request falls outside the services provided by the LC (or are not available) the RO will be notified promptly.

Additional storage can be accessed by commercial providers in Juba. One short term storage unit is available for a 14 day period to allow agencies time for individual contracting with commercial storage suppliers.

Humanitarian cargo can be stored for up to 90 days. After this time has elapsed, organization must remove their cargo or provide evidence demonstrating their need to extend storage time and their plans to remove their items. Other locations for storage space may be considered on case by case basis.
Regular Operational Support Services (Cost-Recovery)

The LC will provide transportation of regular operational relief cargo by road and river to multiple locations in all the ten states in the RSS (depending on the prevailing security situation, and access constraints). This service is not intended to compete with the local transport market but rather to stimulate its growth. Organisations are encouraged to identify commercial transporters outside of the LC.

Note that this is a transport only service. Insurance of the cargo and all customs clearance formalities are the responsibilities of the RO. The RO should be responsible for the loading at the point of origin and off-loading at the FDP (Final Delivery Point) for road transport. RO does not need to provide loading at point of origin or FDP for River transport as these services are included in the WFP rate.

How to access the services

- Requesting access to any service must begin with the submission of a SRF to the LC. The 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 ensure correct weight and volume.
- Cargo requiring special handling must have its own SRF. This clarifies exactly which cargo requires special specialized handling and movement.
- All Cargo Movements and Storage requests must be submitted using the Service Request Form sent as a Microsoft Excel file by email to southsudan.cargobooking@logcluster.org. Receipt of SRFs will be confirmed within 24 hours followed by a cargo booking confirmation by email.
- Emails sent from a registered organisation will be considered as being signed by the RO.
- If the request falls outside the services provided by the LC (or are not available) the RO will be notified within 48 hours.
- The LC will review the SRF and resolve any queries directly with the RO and request amendments to the SRF, if necessary.
- The RO will be notified that the SRF has been approved and the LC will submit a pro-forma (PF) invoice detailing the service provision, roles and responsibilities of both parties and estimated cost.
- Upon returning the PF invoice signed by an authorized official from the RO, the LC will take action on the service request.
- The RO must inform the LC of the place and time the cargo will be READY to be collected, at least 24 hours in advance.
- The RO is also obliged to provide the LC/Transporters with necessary documentation such as packing list, waybills, etc. A full packing list (including value of the commodities) is also required for cost-recovery services.
- The LC will transport the cargo and keep the organisation informed about the progress of the operation by updating the online tracking system, Relief Item Tracking Application (RITA).
- The RO or designated consignee confirms receipt through signing the waybill, or issuing a Good Receive Note (GRN).
- All enquiries regarding the status of the cargo may be checked online using the tracking number provided by the LC at: http://rita.logcluster.org/rita/public/login.htm.

The above process is summarized in the flow chart Annex 1.
Organisations who wish to be eligible to use the Cost Recovery Services will need to complete and submit a Service Level Agreement (SLA) with WFP. WFP Country Director will counter sign the SLA.

Eligible organisation will complete and submit a Service Request Form (SRF) detailing the cargo to be handled. SRFs MUST include:
1. Contact details for Consignor, Consignee, Clearing and Forwarding Agent (if applicable)
2. Location to be moved FROM and TO, Date consignment will be ready to be move or collect.
3. Line Items: Description, Type Packaging, Nb of Packages, Total Weight/Line items, Total Volume/Line items.
4. Overall Consignment

When the SRF is completed to the satisfaction of both parties, WFP/LC will issue a Pro-Forma invoice including:
1. Details of cargo to be handled, as per agreed upon and accepted SRF
2. The cost affiliated to the handling as described in the SRF

The organisation accept the cost of handling the cargo and return the pro-format signed and stamped.

The organisation rejects the cost of handling the cargo.

WFP/LC will communicate to the organisation the date to present their cargo at the Loading point (FROM) and the ETA at the delivery point (TO).

The organisation (or their official agent) will present the cargo (including relevant documents such waybill, packing list, value of goods) at the agreed upon place and date listed on the SRF.

If required Services Providers (transporters, etc.) will issue an official receipt such as a Good Receive Note (GRN) showing the actual and accurate amount (mt and m³) handled on behalf of the organisation.

WFP will issue an invoice, based on the GRN and Waybill signed.

The organisation will make all necessary arrangement to settle the invoice to WFP accordingly in the SLA.

WFP will acknowledge receipt of the payment, and the organisation will now be eligible to reuse the logistics services.
Organisations who wish to be eligible to use the Cost Recovery Services will need to complete and submit a Service Level Agreement (SLA) with WFP.

WFP Country Director will counter sign the SLA.

Eligible organisations will complete and submit a Service Request Form (SRF) detailing the cargo to be stored. SRFs MUST include:

1. How long the cargo will be stored for
2. Estimated time of cargo arrival and contact details of the truck driver/convoy leader
3. Line Items: Description, Type Packaging, Nb of Packages, Total Weight/Line items, Total Volume/Line items

WFP/LC will review the SRF.

When the SRF is completed to the satisfaction of both parties, WFP/LC will issue a Pro-Forma invoice including:

1. Details of cargo to be stored, as per agreed upon and accepted SRF
2. The cost affiliated to the handling as described in the SRF

The organisation accepts the cost of handling the cargo and returns the pro-forma format signed and stamped.

The organisation rejects the cost of handling the cargo.

WFP/LC will communicate the details of the cargo to the point of reference (storage facilities).

The organisation (or their official agent) will present the cargo (including relevant documents such as waybill, packing list, value of goods) at the agreed upon place and date listed on the SRF. RO must submit a stock release order for any dispatch.

An official receipt such as a Good Receive Note (GRN) showing the actual and accurate amount (mt and m³) handled on behalf of the organisation.

WFP will issue an invoice, based on the GRN and Waybill signed.

The organisation will make all necessary arrangements to settle the invoice to WFP accordingly in the SLA.

WFP will acknowledge receipt of the payment, and the organisation will now be eligible to reuse the logistics services.

Step 2 SRF