
Air cargo transport services

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 Syria may access these services, and the conditions under which these services are to be provided.

The objective of these services is to enable responding humanitarian organisations to establish an uninterrupted supply chain that supports the delivery of 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.

These services are planned to be available until 25 February 2021, with the possibility of further extension.

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 [Syria operations page](#) 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:
syria.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 be separated by line item in the SRF and any specific handling requirements should be indicated in the item description.
- 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 Organisations, and International or National Non-Governmental Organisations (NGOs) registered with the Government of Syria are eligible to use these services (“Service Users”).

Limitations and conditions of services are available in Annex 2.

In addition to the services described in the following sections, the Logistics Cluster in Syria facilitates access to land transport from Qamishli Airport to Final Delivery Points (FDP) and access to temporary storage. For information on how to access these services, please consult the SOPs for Transport and Storage that can be found [here](#).

How to access the service

The following provides an outline of SOPs for **free-to-user air transport services** for humanitarian cargo from Damascus to Qamishli, facilitated through the Logistics Cluster.

COMBINED CHARTERED AIRLIFT: PROCEDURE

Submitting the Service Request Form

- Service users are required to submit a duly completed Logistics Cluster Service Request Form (SRF) at least fifteen (15) days before the tentative departure date.
- 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).

NOTE: the Logistics Cluster does not provide ground transport services in Damascus, therefore the location in the SRF should only be **Damascus Airport**.

- **One date** when cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field). This information is critical to ensure that the cargo will be customs cleared and ready for loading on the specified date. Failure to communicate this information will result in rejection of the SRF.
- **One entry point:** Qamishli Airport (in the “TO” field).
- All items with special handling (e.g. cold chain) or which are dangerous goods should be separated by line item in the SRF, and any specific handling requirements should be indicated in the item description.

NOTE: If requesting onward transport from Qamishli International Airport once cargo is delivered there, a separate SRF must be submitted to Syria.ClusterCargo@wfp.org for the additional service.

NOTE: General instructions for completing the SRF can be found on the Logistics Cluster website at the following link: <https://logcluster.org/document/syria-service-request-form-instructions>.

- All Service Users can provide their organisation’s Purchase Order (PO) Number(s) for the cargo (in the “Consignor Reference” field).
- Service Users with their own Clearing & Forwarding Agent in Damascus 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).
 - Contact details for the Clearing Agent in Syria and Notifying Party upon arrival at Qamishli international Airport are also required prior to airlift and should be provided in the body of the email when submitting the SRF.
- Copies of the following documents should be submitted with the SRF:
 - Detailed Packing List;
 - Non-Commercial Invoice;
 - Air Way Bill (AWB) for cargo delivered to Damascus.
- The Logistics Cluster will confirm receipt of the SRF within 48 hours.

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

- The Logistics Cluster will review and confirm all “New” SRFs within 72 hours, and will either:
 - Request for additional clarification or documentation required; or
 - Register the SRF as “New” in the Relief Item Tracking Application (RITA) and return a Consignment Report with a 9-digit Tracking Code to the Service User; or
 - 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”.

Delivery to airport

- Service Users are responsible for the transportation of their cargo to the customs-bonded cargo area of Damascus Airport. Service Users are responsible for ensuring their Clearing Agent is liaising with the airport authorities to complete this process in a timely manner.
- The required time of cargo delivery will be shared bilaterally, with all cargo to be in place **no later than two hours before the aircraft arrival.**
- The focal point for the combined airlifts is the Logistics Cluster in Damascus. All communication should be channelled through the Logistics Cluster and all emails should be sent to Syria.ClusterCargo@wfp.org.
- As handling facilities at Qamishli airport are limited, cargo will be bulk-loaded and not palletised.

Arrival of goods in Qamishli

- Service Users are required to make all arrangements for receipt of their cargo in Qamishli, including collection from Qamishli International Airport, customs clearance, and settling of all fees incurred for handling.
- If Service Users require cargo shunting and/or warehousing within Qamishli governorate, they must submit another SRF for each additional service. For details on landside transportation and warehousing services, please consult the [Transport and Warehousing SOPs](#).

DOCUMENTATION

- [Service Request Form](#)
 - The form must be submitted at least 15 days in advance of the tentative airlift date and filled out in full, including weight, volume, and value of the cargo.
 - All special handling instructions for cargo must be included in the SRF.
- Detailed Packing list
 - The packing list must correspond exactly to the goods being shipped for clearance purposes. Any discrepancies will result in the cargo being rejected on arrival.
 - For the same reason, the contents of the cargo must be itemized, as handling facilities at Qamishli airport are limited. Therefore, organisations must specify the handling units on the Packing List in “boxes” and not in “pallets” to facilitate faster loading.
- Copy of the original AWB
- Non-Commercial Invoice
- Dangerous Goods Certificate, if required.

Note: for **Dangerous or regulated goods**, Service Users must flag the items on the SRF and provide all official permits or importation authorisations and/or approvals from the authorities. Any box labelled as DG (Dangerous Goods) and not accompanied by a Dangerous Goods Certificate will not be loaded onto the aircraft. Please see [Annex 2](#).

Apart from SRFs, that have to be submitted at least 15 days in advance of the scheduled airlift, all remaining documentation must be submitted to the Logistics Cluster a minimum of 10 days before the airlift date due to clearance procedures. However, service users are encouraged to send the documentation as soon as it is available to avoid last minute rejection of requested cargo.

ANNEX 1 – Timeline

TIMELINE	<i>No later than 15 days prior to the estimated flight date</i>	<i>10 days prior to estimated flight date</i>	<i>5 days prior the flight date</i>	<i>Day of flight and no later than two hours before the aircraft arrival.</i>	<i>After finalizing clearance & receipt in custody</i>
SERVICE USER	Submit all necessary documentation to Syria.clustercargo@wfp.org		Prepare, package & label cargo according to Packing List.	Delivery inside airport customs-bonded area. Notify colleagues in Qamishli of flight ETA.	Qamishli colleagues to sign incoming AWB & send back to Syria.clustercargo@wfp.org
LOGISTICS CLUSTER	Acknowledge receipt of documentation, review it and share aircraft time and estimated departure date, if available.	Share Master Packing List with service provider.	Inspect cargo & share delivery time 2 days prior to scheduled flight.	Receipt of cargo at airport and coordination of aircraft loading. Liaise with load master and share ETA with Service Users. Supervise loading.	Collect all signed AWBs to complete airlift.
ADDITIONAL INFO	Necessary documentation: <ul style="list-style-type: none"> • Service Request Form (15 days before) • Detailed Packing list • Copy of the original AWB • Non-Commercial Invoice • DG Certificate, if required 		Packaging Regulations: <ul style="list-style-type: none"> • All items must be labelled with the following information: <ul style="list-style-type: none"> ○ Agency Name ○ No. of Boxes ○ Total Weight of Shipment 	See the section above for specific delivery procedures.	

ANNEX 2 – Limitations and conditions of services

- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating across the Whole of Syria are eligible to use these services (“Service Users”).
- When providing services under these SOPs, WFP acts as agent for the service users/requesting organisations. WFP assumes no liability 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 free-to-user air cargo transport services is syria.clustercargo@wfp.org

CARGO PACKAGING REQUIREMENTS

- Service Users are responsible for ensuring their items have been packed in the appropriate transport container and are 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 organisations.
- All items must be labelled with the following information:
 - Agency Name
 - No. of Boxes
 - Total Weight of Shipment
- 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](#).
- Organisations who require landside transportation from Qamishli airport to final destination points, must submit a separate request. In this case, 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 as detailed [here](#).

LARGE AND OVER-SIZED ITEMS

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

HAZARDOUS GOODS

- The Logistics Cluster may accept hazardous goods for transportation on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting an SRF.