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

OVERVIEW
The Logistics Cluster in Ukraine offers logistics coordination, information management and specific logistics service deliveries. The coordination mechanisms established by the Logistics Cluster lay the foundation for determining relevant logistics interventions on behalf of the humanitarian community. The Logistics Cluster activities aim to ensure that the humanitarian community has access to sufficient and reliable transport or storage capacities, or the availability of consolidated country specific logistics information related to logistics capacities, and to facilitate the uninterrupted supply of life saving relief items to affected areas.

This document provides an overview of how to access the logistics services offered by the Logistics Cluster to all humanitarian actors responding to the humanitarian crisis in Ukraine. It is subject to change in accordance with the changing situation on the ground.

The objective of these services is to provide efficient and coordinated transport and storage services, and 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.

Services provided within the scope of the SOPs may be withdrawn at any time in part or in full, for any of the following reasons: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.

When providing services under the SOPs, WFP 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 stored and/or transported. The service users are responsible for making adequate arrangements for the insurance of their goods.

This document will be updated as the situation evolves and operational requirements develop. Updated versions will be sent to the User Group via email. Please also see Annex 1 (Storage Request Flowchart, pg.5), Annex 2 (Transport Request Flowchart, pg.6) and Annex 3 (Conditions of Services, pg.7-8).

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.
- Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team.
1. STORAGE SERVICES

The Logistics Cluster will be making warehouse space available to humanitarian organizations for cargo storage (including handling in/out) at no cost to the user, with space available in:

- Dnipropetrovsk
- Donetsk (if determined by needs)
- Luhansk (if determined by needs)

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 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 72 hours in Dnipropetrovsk and up to two weeks in Donetsk/Luhansk; 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. Exceptional extensions of storage periods and other locations for storage space might be discussed on a case-by-case basis.

How to request storage services:

- 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/service_request_form_ukraine](http://logcluster.org/service_request_form_ukraine).
- 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 should attach a full packing list.
- **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 SRF, and must be sent in a Microsoft Excel file copy, from an approved agency contact point to: [Ukraine.ClusterCargo@wfp.org](mailto:Ukraine.ClusterCargo@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 systems.
- 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 then a consignment/tracking number for the request will be issued.
- The Logistics Cluster will finalize paperwork which is mandatory for cargo crossing into the Non-Government Controlled Areas (NGCA) and requested by authorities. While the process is ongoing, the SRF has the status “registered/received” and after the successful completion of paperwork and approval from authorities, the status will be changed to “accepted”.
- 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 requester should also provide contact details of the truck driver/convoy leader to the Logistics Cluster contact person.
- 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.

- Requesting organizations must bring their cargo to the Logistics Cluster warehouse in Dnipropetrovsk, Donetsk or Luhansk if they are operational. Offloading, handling-in and loading at all interagency warehouses 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 receives a signed Release Order Form (RLO) from the organization-owner of the cargo. The RLO is available at http://www.logcluster.org/document/release-order-form-ukraine. The RLO should be submitted minimum 24 hrs in advance before collecting the cargo. The Logistics Cluster will arrange handling-out and will confirm release of the cargo to the receiving organization.
- Cargo transfer of property between two partners can be done using an RLO raised by the owner of the cargo to the benefit of its partner.
- All inquiries on the status of cargo should be checked online using the tracking number: http://rita.logcluster.org/rita/public/login.htm.
- Further inquiries regarding the consignment information should be sent to: Ukraine.ClusterCargo@wfp.org.

The above process is summarized in the flowchart in Annex 1.

2. ROAD TRANSPORT SERVICES

The Logistics Cluster will transport relief cargo by road from Dnipropetrovsk to Donetsk city and Luhansk city, security and access permitting. Please note that this is a transport-only service. Insurance of the cargo and all customs clearance formalities on goods not purchased in Ukraine are the responsibility of the requesting organization. The requesting organization is responsible for transporting the cargo to Dnipropetrovsk for onward movement. The Logistics Cluster will be responsible for all loading and unloading at the common warehouses facilitated by the Logistics Cluster. The Logistics Cluster can collect and deliver cargo in other locations in Dnipropetrovsk, Luhansk and Donetsk, however any loading and unloading at warehouses other than the Logistics Cluster warehouse, will be the responsibility of the requesting organization (i.e. transport only, no handling).

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 (HCT). As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

**How to request road transport:**
All transport requests must be submitted using the SRF, and must be sent in a Microsoft Excel file copy, from an approved agency contact point to: Ukraine.ClusterCargo@wfp.org

**For all partners disregarding if they are or not part of simplified procedure list, procedure is as follow:**

- It is the responsibility of the requesting organization to clear its cargo with NGCAs de-facto authorities prior to asking the Logistics Cluster to take any action. At this stage a gentlemen’s agreement is sufficient. Note that:
  - The original Excel format is required for the file upload into the tracking systems.
  - Emails sent from a known user will be considered as being signed by the sending agency.
  - SRFs should be submitted at least five working days ahead of the requested movement date.
  - The consignee should be registered in Ukraine. Please contact the Logistics Cluster if this is not the case. The SRF must be accompanied by the appropriate documents: A detailed packing list
(including total number of items and number of packages with prices. Additional documents can be requested from organizations depending on requirements of the legislation.

- The expiry date/shelf life of perishable goods, including items such as shampoo, must be specified. The expiry date must correspond to the manufacturers’.

Please note:

- Required documents are subject to change on short notice. Other documents requested may include: a certificate of origin; a customs declaration form (if imported); a pro forma invoice, etc.

Cargo packaging requirements:

- Requesting organizations are responsible for ensuring their items have been packed in the appropriate manner 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 organizations.
- Organisations delivering relief cargo to the logistics Staging Area of Dnipropetrovsk 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 oversized items:

- Large/long/oversized items etc. will be handled according to available capacity.

- The Logistics Cluster will check the SRF and resolve any queries with the requesting organization:
  - If it is necessary to amend the SRF, then the Logistics Cluster will advise the requesting organization to provide an amended SRF.
  - If the request falls outside the services provided by the Logistics Cluster (or transport services are not available), the requesting organization will be notified that the requested service cannot be carried out.
  - If the SRF falls within the services provided by the Logistics Cluster and transport is available, the requesting organization will be notified that the request has been accepted and a consignment and tracking number issued for the request.

- Final consignee, destination and contacts must be clearly indicated on the cargo and in the SRF. In addition, any special cargo handling requirements (dangerous goods, cold chain requirements, etc.) need to be specified.

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. This will be anyway always under risk and responsibility of the requesting agency, therefore the Logistics Cluster cannot be blamed for any incident.

If an organization is not in the MoSP list for simplified procedures:

- The Logistics Cluster will provide the relevant paperwork in original to the organization to be signed and stamped. The attached translations must also be stamped and signed.
Note that normal practice is to consolidate the cargo at Logistics Cluster warehouse in Dnipropetrovsk. Coordination with Logistics Cluster is here requested as well as any other demand related to the consolidation of the cargo for the convoy.

And finally:

- The Logistics Cluster will accept the SRF once all paperwork related to the cargo is complete.
- Assuming crossing points into the area are functioning properly and are accessible, the Logistics Cluster will notify partners with the scheduled plan date of the convoy and will notify the partners (sender and receiver) with trucks details 72 hours prior to this date
- Delivery lead times will be indicative function of the situation and are subject to possible change due to delays because of the security situation, road conditions, etc.
- The requesting organization must present their intentions to the relevant NGCA authority and obtain a signed letter of permission to deliver the cargo, prior the dispatch. This letter will accompany the truck convoy. Information required for this process is a cargo description/ packing list and truck details.

The above process is summarized in the flowchart in Annex 2 for organizations included in the MoSP list for simplified procedures and Annex 3 for organizations not in the MoSP list for simplified procedures

At reception:

- 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: [http://rita.logcluster.org/rita/public/login.htm](http://rita.logcluster.org/rita/public/login.htm)

Further inquiries regarding the consignment information and only related to this, should be sent to: [Ukraine.ClusterCargo@wfp.org](mailto:Ukraine.ClusterCargo@wfp.org).

Costs that may be incurred

- Any additional or exceptional service, which may be 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:
  - Trucks mobilization or handling charges may be incurred by last minutes changes in the SRF especially if cargo were not correctly presented and therefore not approved by NGCA de-facto authorities.
  - Truck detention charges may be incurred if no one is available to receive cargo delivered to organizations’ own warehouses;
  - Any other costs may be incurred due to circumstances beyond the control of the Logistics Cluster and/or the service providers
ANNEX 1

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

Email a ‘Service Request Form’ (SRF) from an authorised account (e.g. logistician@acf.org) and an attached packing list to the dedicated cargo email address

Logistics Cluster acknowledges receipt of the request and may contact the requesting organization to resolve any queries

Logistics Cluster contacts the requesting organization to notify if the request has been accepted for further processing. The requesting organization will be informed about where, when, and for how long the cargo will be stored and issue a consignment/tracking number

The requesting organization confirms to the Logistics Cluster the estimated date and time of cargo arrival and contact details of the truck driver/convoy leader

Initial responsibility lies with the requesting organization to bring the cargo to the Logistics Cluster warehouse in Dnipropetrovsk. From here it can be moved forward into the Logistics Cluster warehouses in Donetsk and Luhansk if required using Logistics Cluster common transport services.

The cargo is stored for an agreed period of time

When cargo is to be released out of the warehouse the requesting agency must authorize the Logistics Cluster to release the cargo from the warehouse by providing a completed Release Order Form

Steps Requesting and Receiving Organization must take

Steps Logistics Cluster will take
ANNEX 2

Request for transport flow chart for organisation in the MoSP list for simplified procedure:

1. The requesting agency approves in detail the cargo with NGCAs Authorities

2. Email a ‘Service Request Form’ (SRF) from an authorised account (e.g. @unicef.org or @acf.org etc.) and an attached packing list with items cost to the dedicated cargo email address

3. **Logistics Cluster** acknowledges receipt of the SRF and may contact the requesting organization to resolve any queries/request additional documents

4. **Logistics Cluster** contacts the requesting organization to notify if the request has been accepted for further processing; a consignment/tracking number will be issued. The Logistics Cluster starts all paperwork, and informs the organization when the cargo can be delivered to the warehouse in Dnipropetrovsk.

5. The requesting agency transports the cargo to the **Logistics Cluster** warehouse in Dnipropetrovsk

6. **Logistics Cluster** will schedule the delivery date and sends to the requesting agency trucks/drivers details 72 hours before the scheduled delivery date.

7. The requesting agency receives the NGCA letter of approval and sends a copy to Logistics Cluster before the scheduled delivery date

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Steps Requesting and Receiving Organization must take

Steps **Logistics Cluster** will take
Request for transport flow chart for organisation not in the MoSP list for simplified procedure:

1. The requesting agency approves in detail the cargo with NGCAs Authorities

2. Email a ‘Service Request Form’ (SRF) from an authorised account (e.g. @unicef.org or @acf.org etc.) and an attached packing list with items cost (if required) to the dedicated cargo email address

3. Decree of the Ministry of Social Policy of Ukraine needed before any delivery to NGCA.
   - List of documents to recognize the cargo as humanitarian
     - From Donor: Donation letter; Packing list
     - From Recipient: Application letter; Notification letter; Distribution plan; Donor and Recipient have to be two different legal entities; Recipient is to be registered with the Ministry of Social Policy of Ukraine.

4. Logistics Cluster acknowledges receipt of the SRF and may contact the requesting organization to resolve any queries/request additional documents

5. Logistics Cluster starts all necessary paperwork with the Ministry of Social Policy for the recognition of the cargo as humanitarian cargo.

6. At reception of cargo positive acknowledge from MoSP, Logistics Cluster contacts the requesting organization to notify acceptation of the SRF for further processing; a consignment/tracking number will be issued and informs the organization when the cargo can be delivered to the warehouse in Dnipropetrovsk.

7. The requesting agency transports the cargo to the Logistics Cluster warehouse in Dnipropetrovsk

8. Logistics Cluster will schedule the delivery date and sends to the requesting agency trucks/drivers details 72 hours before the scheduled delivery date.

9. The requesting agency receives the NGCA letter of approval and send a copy to Logistics Cluster before the scheduled delivery date