Standard Operating Procedures (SOPs)
Medicine Importation
March 2018

OVERVIEW

This document was developed in collaboration with the World Health Organisation (WHO). The information in the following sections informs the humanitarian community as to the procedures required for importing medicines and medical supplies into Yemen.

Medicines and medical relief items require particular and additional documentation and procedures for importation into Yemen. The customs clearance and medical authority requirements and procedure is subject to change at short notice. Organizations importing such items into Yemen is requested to contact the Health Cluster Coordinator (Dr. Alaa Abou Zeid, Mabouzeida@who.int) for further details.

It is important to note that processing time may vary and can take up to two weeks or longer. Furthermore, information errors, inconsistencies, and missing documentation from suppliers and/or freight forwarders can delay this process even further or even require a restart of the whole process.

For items transiting through Djibouti there is no standard duration for the greenlight process.

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 Yemen operations page (http://logcluster.org/ops/yem10a) 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: Yemen.ClusterCargo@wfp.org

ii) Customs clearances required for Yemen will remain the responsibility of the Service Users in all cases.

iii) Customs clearance required for Djibouti will remain the responsibility of the Service Users.

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.

DOCUMENT REQUIREMENT AND WORKFLOW

In addition to submitting an SRF, service users must consider and comply with the following requirements of the three-step importation process. It is the responsibility of the service user to provide the necessary documentation for cargo containing drugs and medical supplies.
<table>
<thead>
<tr>
<th>Category of items</th>
<th>Controlled drugs</th>
<th>Medicines and medical supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special requirements</td>
<td>Supreme Board of Drugs and Medical Appliances (SBDMA)</td>
<td></td>
</tr>
<tr>
<td>Document needed</td>
<td>Pro forma invoice</td>
<td></td>
</tr>
<tr>
<td>Remarks</td>
<td>Issue an import licences, only pharmacist is allowed to process</td>
<td></td>
</tr>
<tr>
<td>Lead Time</td>
<td>max 5 working days</td>
<td></td>
</tr>
<tr>
<td>Step 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authorities</td>
<td>MOH</td>
<td>MOH</td>
</tr>
<tr>
<td>Document needed</td>
<td>Bol / AWB, Invoice, packing List, CoO, CoA. Cover letter from organisation</td>
<td>Bol / AWB, Invoice, packing List, CoO, CoA. Cover letter from organisation</td>
</tr>
<tr>
<td>Remarks</td>
<td>MoH will issue 2 letters (1 for SBDMA + 1 for customs) + Exemption form</td>
<td>MoH will issue 2 letters (1 for SBDMA + 1 for customs) + Exemption form</td>
</tr>
<tr>
<td>Lead Time</td>
<td>10 days</td>
<td>10 days</td>
</tr>
<tr>
<td>Step 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authorities</td>
<td>Supreme Board of Drugs and Medical Appliances (SBDMA)</td>
<td>Supreme Board of Drugs and Medical Appliances (SBDMA)</td>
</tr>
<tr>
<td>Remarks</td>
<td>Register the items, Release stamp on invoice</td>
<td>Register the items, Release stamp on invoice</td>
</tr>
<tr>
<td>Lead Time</td>
<td>2/3 days</td>
<td>2/3 days</td>
</tr>
<tr>
<td>Step 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Authorities</td>
<td>Customs Authorities</td>
<td>Customs Authorities</td>
</tr>
<tr>
<td>Remarks</td>
<td>Signed exemption document</td>
<td>Signed exemption document</td>
</tr>
<tr>
<td>Lead Time</td>
<td>2/3 days (In parallel with SBDM)</td>
<td>2/3 days (In parallel with SBDM)</td>
</tr>
</tbody>
</table>

**Abbreviations**

CoO = Certificate of Origin  
AWB = Air Way Bill  
CoA = Certificate of Analysis  
Bol = Bill of Loading

**Please note:**

1. Any medicine expiring within six months of the date of importation will not be accepted. If this condition is not met, the entire shipment risks being blocked.
2. The Ministry of Health in Yemen requires an individual distribution list per governorate/district, detailing each item before authorising the import; the distribution list should also include the names of health facilities receiving the medicines.
Flow Chart

The chart below illustrates the process by which medicine and medical supplies can be imported into Yemen through various modalities.

### HOW TO ACCESS MEDICINE TRANSPORT SERVICES

**Procedure**

- Service users wishing to transport medicines or medical items through the logistics cluster common service are required to submit a duly completed Logistics Cluster Service Request Form (SRF) minimum of 48 hours before the expected departure date.
- SRFs are available at the following link: [www.logcluster.org/document/logistics-cluster-service-request-form-srf](http://www.logcluster.org/document/logistics-cluster-service-request-form-srf)
- All SRFs are to be submitted to Yemen.ClusterCargo@wfp.org

**Note:** General instructions for completing the SRF can be found on the Logistics Cluster website at the following link: [http://www.logcluster.org/document/service-request-form-instructions-3](http://www.logcluster.org/document/service-request-form-instructions-3)

For additional Standard Operating Procedures regarding Logistics Cluster transportation and storage services in Yemen, please see the following links:
- Djibouti - Air Transport Services
- Djibouti - Sea Transport Service
- Yemen - Transport & Temporary Storage

[www.logcluster.org/ops/yem10a](http://www.logcluster.org/ops/yem10a)