

## Standard Operating Procedures (SOPs) Medicine Importation

March 2018

### OVERVIEW

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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](mailto: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

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- i) Any communications, requests, and **all documentation** related to these services should be sent to: [Yemen.ClusterCargo@wfp.org](mailto: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

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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.

Category of items		Controlled drugs	Medicines and medical supplies
<b>Special requirements</b>	Authorities	Supreme Board of Drugs and Medical Appliances (SBDMA)	
	Document needed	Pro forma invoice	
	Remarks	Issue an import licences, only pharmacist is allowed to process	
	Lead Time	max 5 working days	
<b>Step 1</b>	Authorities	MOH	MOH
	Document needed	Bol / AWB, Invoice, packing List, CoO, CoA. Cover letter from organisation	Bol / AWB, Invoice, packing List, CoO, CoA. Cover letter from organisation
	Remarks	MoH will Issue 2 letters ( 1 for SBDMA + 1 for customs) + Exemption form	MoH will Issue 2 letters ( 1 for SBDMA + 1 for customs) + Exemption form
	Lead Time	10 days	10 days
<b>Step 2</b>	Authorities	Supreme Board of Drugs and Medical Appliances (SBDMA)	Supreme Board of Drugs and Medical Appliances (SBDMA)
	Document needed	Bol / AWB, Invoice, packing List, CoO, CoA. Cover letter from organisation, letter from MoH, exemption form	Bol / AWB, Invoice, packing List, CoO, CoA. Cover letter from organisation, letter from MoH, exemption form
	Remarks	Register the items , Release stamp on invoice	Register the items , Release stamp on invoice
	Lead Time	2/3 days	2/3 days
<b>Step 3</b>	Authorities	Customs Authorities	Customs Authorities
	Document needed	Bol / AWB, Invoice, packing List, CoO, CoA. Cover letter from WHO, letter from MoH, exemption form	Bol / AWB, Invoice, packing List, CoO, CoA. Cover letter from WHO, letter from MoH, exemption form
	Remarks	Signed exemption document	Signed exemption document
	Lead Time	2/3 days (In parallel with SBDM)	2/3 days (In parallel with SBDM)
<b>Focal Point</b>		<b>Organization</b>	<b>Clearing agent</b>
<b>Total lead time</b>		<b>15 days</b>	<b>12 days</b>

### Abbreviations

CoO = Certificate of Origin

AWB = Air Way Bill

CoA = Certificate of Analysis

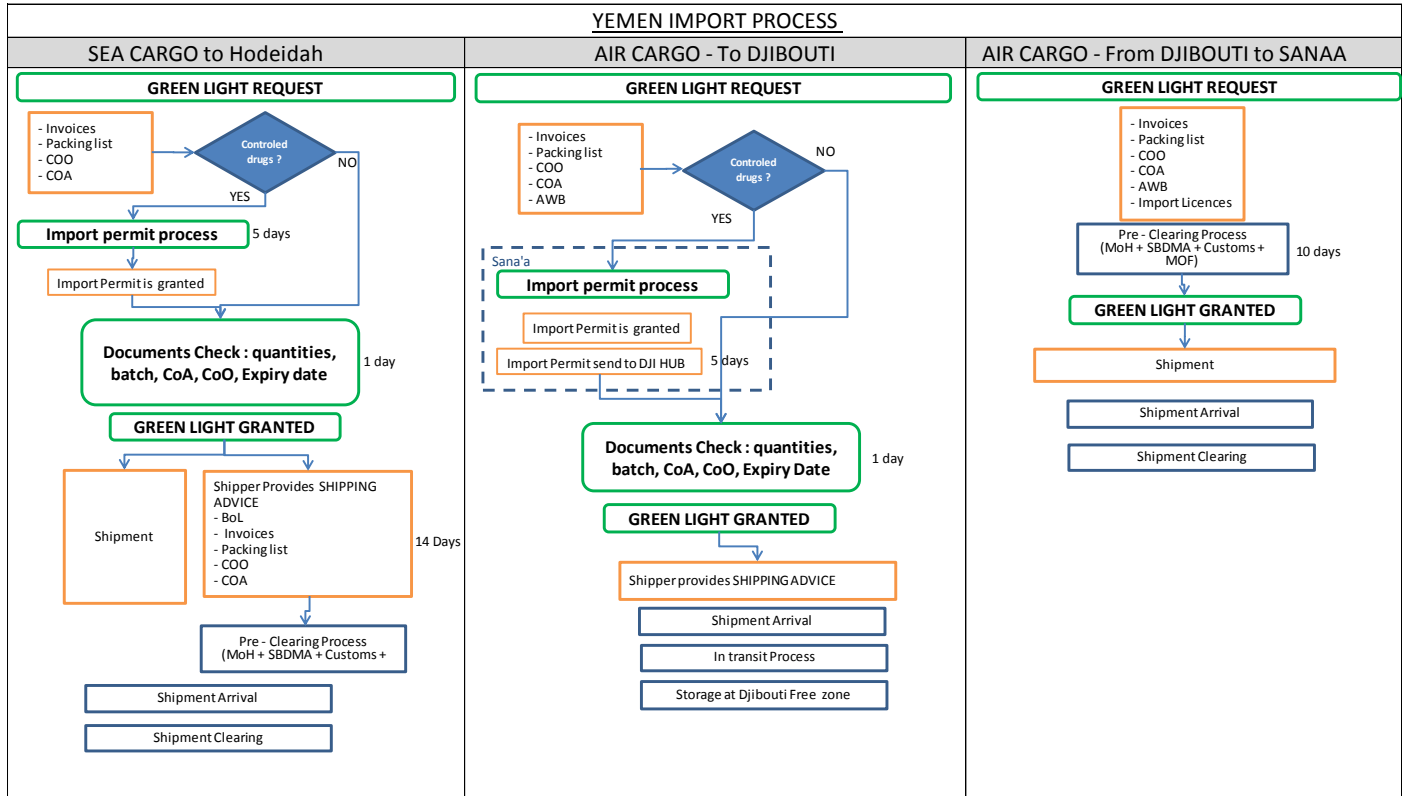
BoL = Bill of Loading

### 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](mailto: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>

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](#)