OVERVIEW

This document provides an overview of how to access the storage, transport and fuel provision services made available by the Logistics Cluster (LC) to all humanitarian actors responding to the crisis in Yemen. The objective of these services is to provide efficient and coordinated storage services, to ensure an uninterrupted supply chain of humanitarian 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 warehousing market. Rather, they are intended to fill identified gaps and provide a last resort option in case other service providers are not available.

The LC plans to provide these services until 31 July 2015. The services may be withdrawn before this date in part or in full, for any of the following reasons:

- Changes in the situation and context
- Funding constraints
- No longer an agreed upon/identified need

STORAGE AND TRANSPORT SERVICES

The LC will provide services to the humanitarian community for cargo storage (including handling and reporting) and transport.

- Outside of Yemen, warehouse space will be made available in Djibouti with over 1,650m² capacity for onward transport to Yemen. The ‘In-transit customs snapshot – Djibouti hub’ provides the detailed procedures and documentation required: [http://www.logcluster.org/document/djibouti-transit-customs-snapshot](http://www.logcluster.org/document/djibouti-transit-customs-snapshot).

- Inside Yemen, access and security permitting, warehouse space will continue to be made available in Sana’a (480m²), and Haradh (360m²). Once the security situation improves in Yemen, the Logistics Cluster will facilitate the augmentation of storage and warehouse facilities in key locations and make it available to humanitarian partners for temporary storage.

- Based on identified gaps and clearly expressed needs from the humanitarian community, more warehouse space, and possibly more warehouse locations, could be established in Yemen and in neighbouring countries.

- Storage will be made available on a free-to-user basis. This will include cargo consolidation equipment and tracking of partners’ items.

- The amount of space and length of time available may change according to level of usage/needs. The Requesting Organisation (RO) should check availability of storage at a minimum of 48 hours in advance and are encouraged to contact the LC as early as possible at: yemen.cargo@logcluster.org.

- Service Request Form (SRF) and Release Order Form (RLO) are available for download here: [http://www.logcluster.org/ops/yem10a](http://www.logcluster.org/ops/yem10a). These documents will be regularly updated as the situation evolves and operational requirements develop.

How to request storage or transport services

The SRF must be submitted as Excel file, and without alterations to the file format.

One SRF is required per storage or transport request, indicating the type of service required within form.

- **A single storage request can have only:**
  - One Storage Location
  - One requesting organization (RO)
  - One date when cargo will be ready to enter the storage location.
  - One date by which all cargo will be removed from the storage location.
  - One collection address, in cases where the RO is asking the LC to arrange collection of the cargo from them at the beginning of the service provision.

- **A single transport request can have only:**
  - One point of origin (where cargo is handed over by the RO for services to begin);
  - One destination (where cargo will be delivered to the RO or another organisation specified by the RO);
  - One RO, or “Consignor”;
  - One organisation who will receive cargo at the specified destination, or “Consignee”; and
  - One date when cargo will be ready for transport.

- The SRF must specify the type of cargo to be stored or transported and indicate the correct weight and volume.
- Receipt of SRFs will be confirmed within 24 hours by email (this does not imply any agreement to provide services).
- The LC will review the SRF and resolve any queries directly with the RO and request amendments to the SRF, if necessary.
- Once the SRF is completed to the satisfaction of both parties the LC will “accept” the SRF and liaise directly with the RO to organise the receipt of supplies into the specified storage locations as indicated on the SRF (at this point the LC has agreed to provide the service as identified on the SRF).
- The RO must also provide a complete packing list detailing the cargo to be stored or provide the LC/Transporters with necessary documentation such as packing list, waybills, etc.
- When items are transported the RO or designated consignee must confirm receipt through signing the waybill, or issuing a Good Receive Note (GRN).
- If the request falls outside the services provided by the LC (or are not available) the RO will be notified promptly.
- The LC expects that all organisations have updated contact lists and points of contacts for dispatch and receiving of cargo in field locations.
- If the LC has agreed to collect the consignment from the RO at a location other than the storage location, the RO must inform the LC of the time the cargo will be ready to be collected at the agreed upon location at least 24 hours in advance.

How to release cargo from storage

- The RO must submit the Release Order Form 24 hours in advance of the release of any cargo from the storage location back to the RO (or any organisation designated as a “Consignee” on the Release Order Form by the RO) by email to yemen.cargo@logcluster.org.
- If required the RO may indicate a delivery address on the Release Order Form if they are asking the LC to arrange delivery of the cargo to another location.

www.logcluster.org/ops/yem10a
The RO or designated “Consignee” confirms receipt of goods collected from the storage location, or delivered to them from the storage location through signing the waybill, or issuing a Goods Receive Note (GRN).

**FUEL PROVISION SERVICES**

- Collation of the monthly fuel requirements of participating humanitarian organisations.
- Purchase of the required amount of fuel on a regular/monthly basis.
- Distribution of the fuel in drums (200 Lt) to participating humanitarian organisations on a **cost recovery basis**.
- Distribution to take place from dedicated fuel stations in Yemen (locations to be confirmed, access and security permitting).

**Who can use the fuel services**

- UN agencies and international NGOs operating in Yemen can participate in the fuel provision service. This service is not extended to national NGOs or non-humanitarian bodies.

**How to access the fuel services**

- Organisation must first submit an indicative monthly operational fuel requirement for both petrol and diesel to the LC (by filling out the **Indicative Monthly Fuel Requisition Form**).
  - This is a **one-time process** to estimate the requirement for the fuel storage setup.
- Organisation shall sign a Service Level Agreement (SLA) with WFP. This is a **one-time process** and covers the non-operational aspects of all fuel provision services for a set period. It should be signed by the Head of the Organisation.
  - Organisation should provide the LC with a completed **Focal Point Assignment Form** (Annex 1 of the SLA) which details the names, specimen signatures, contact details, and ID numbers of those focal points who are authorised to collect fuel allocations.
  - Organisation to submit a signed and stamped **Pro Forma Invoice** (PFI, Annex 2 of the SLA) indicating the quantity of fuel required from one to three months period and specifies the locations in Yemen.
- LC will send the fuel allocation plan based on the PFI and available fuel stock to the agencies, detailing the quantity per locations and total amount to be paid.
- Once the fuel payment has been processed/received by WFP, a fuel release order will be issued by the LC that details the amount of fuel an organisation can collect.
- Organisations can collect the allocated fuel in several instalments with the minimum of 100L.
- LC will facilitate to provide empty drums (200L capacity) for a temporary period of one month that the organisation shall return back.
- The organisation focal point should contact LC fuel storekeeper and collect the fuel by submitting the release order form. They should also bring their UN/INGO ID, as this will be checked against the details you provided in your Focal Point Assignment Form.
- Upon receipt of the Release Order the LC fuel storekeeper starts the fuel distribution process and will issue the Goods Receipt note (GRN) confirming the distribution of the fuel.
- Organisation should collect their fuel as quickly as possible to free up the storage space in WFP fuel tanks in order to allow quick resupply. If your fuel sits in the tanks uncollected for a long period of time, it will prevent the resupply of sufficient fuel for the next month or allocation.

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

All efforts are made to secure the consolidated fuel requirements of those UN agencies and international NGOs who have signed SLAs. However, due to the nature of the crisis in Yemen, it is likely that less than the complete required amount of fuel will be available for distribution by the LC. As such, a clear system of allocation is required:

- The LC, through WFP, will make every effort to purchase the fuel required.
- Fuel will be bought in one batch or batches from suppliers whenever available.
- For each batch that is received, the LC will allocate a percentage of the fuel to each organisation that has signed SLA with WFP.
- The fuel percentage will allocate to each organisation will be equal to the quantity indicated in their pro-forma invoice if WFP Logistic Cluster received all the fuel required in one consignment. If WFP received the fuel consignment in batches, the organisations will be allocated equal percentage of their full fuel requirement based on the pro-forma invoice they submitted.

**Cost of fuel**

Depending on the supplier, the state of the market, and other variables, the cost of each batch of fuel may differ. It is important to avoid that some organisations receive fuel at a low price and others at a higher price. Therefore the practice of sharing each batch of fuel amongst all organisations will ensure that price fluctuations are shared equally by all participating organisations.

- **An organisation must purchase its allotment from the first batch of fuel before it can purchase its allotment from a subsequent batch.** This is to prevent cases of an organisation agreeing to purchase its allotments from cheap batches while refusing to purchase higher priced batches. This will ensure further that price fluctuations are shared equally by all organisations.
- The LC will of course make every effort to maximise the amount of cheap fuel it procures, and minimise the amount of higher price fuel bought. Higher price fuel is procured only in order to fill gaps in the supply of cheap fuel.
- The cost of the fuel charged to organisations in their pro-forma invoices will include the cost of fuel delivery from source/place of importation to the relevant LC fuel distribution site.

**Limitations and Conditions of Services**

Only humanitarian organisations operating in the Republic of Yemen for the emergency response can access LC Services made available in Yemen and in neighbouring countries.

- The LC does not regularly manage cold chain and dangerous Goods, however requests for such services will be assessed on a case by case basis.
- The point of contact for Yemen inquiries related to **Transport, Storage and Fuel services** is: yemen.cargo@logcluster.org.