**Standard Operating Procedures (SOPs)**

**Djibouti: Transport & Transit Cargo**

19 January 2016

**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 the Republic of Yemen may access these services, and the conditions under which these services are to be provided.

The objective of these services is to enable responding organisations to establish an uninterrupted supply chain that supports the delivery of humanitarian 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 31 December 2016, with the possibility of further extension. The services may be withdrawn before this date in part or in full, for any of the following reasons:

- Changes in the situation on the ground
- No longer an agreed upon/identified need
- Funding constraints

*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](http://logcluster.org/ops/yem10a)) and shared via the mailing list.*

**KEY NOTES TO USERS**

1. Any communications, requests, and *all documentation* related to these services should be sent to: Yemen.ClusterCargo@wfp.org.
2. Customs clearances required for Yemen will remain the responsibility of the Service Users in all cases.
3. Customs clearance required for Djibouti will remain the responsibility of the Service Users, unless a specific request is made and “Accepted” to use the TRANSIT CUSTOMS PROCESSING SERVICE.
4. Insurance for the cargo will remain the responsibility of the Service User in all cases.
5. Implementation of all services is dependent on the security situation, this will affect schedules and access.
6. 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.
7. Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in the Republic of Yemen are eligible to use these services ("Service Users").

**OVERVIEW OF SERVICES**

**Djibouti**

- Sea Transport from **Port of Djibouti** (Djibouti) to **Port of Hodeidah** (Yemen) and **Port of Aden** (Yemen).
- Air Transport from **Djibouti-Ambouli International Airport** (Djibouti) to **Sana’a El Rahaba International Airport** (Yemen).

[www.logcluster.org/ops/yem10a](http://www.logcluster.org/ops/yem10a)
Transit Cargo Processing for cargo arriving in Djibouti en-route to Yemen.

SEA TRANSPORT SERVICES

The following services will be made available on a free-to-user basis:

- Sea Transport from Port of Djibouti (Djibouti) to Port of Hodeidah (Yemen)
- Sea Transport from Port of Djibouti (Djibouti) to Port of Aden (Yemen).

1. Transport will only be planned from Djibouti to accommodate cargo that has been granted “In-Transit” customs status by the Djibouti customs authorities (Obtaining “In-Transit” customs status for your cargo is possible through the Logistics Cluster, please see TRANSIT CARGO PROCESSING SERVICE below).

   NOTE: Planning for dispatch and booking of cargo is dependent on consolidated needs, customs clearance status, and security.

2. Service Users who are using their own Clearing & Forwarding Agent in Djibouti, and who have had their request for Sea Transport “Accepted”, will be informed of the estimated time of berthing for the vessel in Djibouti 72 hours in advance, and are required to obtain exit/export authorisation.

3. Service Users who have had their request to use the TRANSIT CARGO PROCESSING SERVICE “Accepted” will be informed of the estimated time of berthing for the vessel in Djibouti 72 hours in advance.

4. All Service Users will be required to submit a copy of each Distribution Plan, for all cargo to be shipped, 72 Hours in advance of the estimated time of berthing for the vessel in Djibouti; this is required in order to obtain the security clearance for each voyage.

5. Service Users who are using their Clearing & Forwarding Agent in Djibouti will be required to present their cargo to the correct berth in the Port of Djibouti, cleared and ready to load; they will be informed of the berth location and the estimated time of loading in Djibouti 24 hours in advance.

6. Service Users who have had their request to use the TRANSIT CARGO PROCESSING SERVICE “Accepted” will be informed when the cargo is loaded in Djibouti.

7. All Service Users will be informed of the actual time of departure of the vessel from Djibouti when confirmation is received by the Logistics Cluster from WFP Shipping.

8. All Service Users will be regularly updated on the status of the vessel while at sea, including: estimated time of berthing in Yemen; any changes in the schedule; and confirmation of the actual time of berthing in Yemen.

9. All Service Users will be required to make all arrangements for receipt of their cargo in Yemen including: collection from the port where the cargo will be offloaded; customs clearance; settling any fees incurred for handling inside the port.

HOW TO ACCESS THE SEA TRANSPORT SERVICES

- Service Users who are using their Clearing & Forwarding Agent in Djibouti are required to submit a completed Logistics Cluster Service Request Form (SRF) a minimum of 5 days before they expect to have the cargo ready to load.

- Service Users who are requesting to use the TRANSIT CARGO PROCESSING SERVICE are required to submit a completed SRF a minimum of 10 days before their cargo is expected to arrive in Djibouti (detailed instructions for this service can be found below).

- A single SRF for the Sea Transport Service can have only:
  - One location where the cargo will be handed over for service(s) to begin (in the “FROM” field)
  - One date when cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field)
  - One Port of Entry into Yemen (in the “TO” section)

www.logcluster.org/ops/yem10a
NOTE: General instructions for completing the SRF can be found at:
http://www.logcluster.org/sites/default/files/documents/srf_instructions_3

- All Service Users must provide their organisations PO Number(s) for the cargo (in the “Consignor Reference” field).
- Service User with their own Clearing & Forwarding Agent in Djibouti are asked to provide contact details for their agent on the SRF in the “Clearing Agent” sections (including agent/company name, telephone number, contact name, and e-mail address).
- Service Users requesting to use the TRANSIT CARGO PROCESSING SERVICE must indicate “Service Requested from WFP” in the “Clearing Agent” field (detailed instructions for this service can be found below).
- All Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.
- The Logistics Cluster will confirm receipt of the SRF within 24 hours, and will either: request additional clarification or documentation required; or, will register the SRF as “New” in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User.
  NOTE: At this point no commitment has been made to provide the service as requested.
- The Logistics Cluster will review all “New” SRFs within 24 hours, and will either: request additional clarification or documentation; will “Accept” the SRF; or will 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”.

AIR TRANSPORT SERVICES

The following services will be made available on a free-to-user basis:
- Air Transport from Djibouti-Ambouli International Airport (Djibouti) to Sana’a El Rahaba International Airport (Yemen).
  1. This service will be provided by UNHAS, and coordinated through the Logistics Cluster; it can accommodate light cargo only.
  2. Cargo will be booked on regularly scheduled UNHAS flights once it has been granted “In-Transit” customs status by the Djibouti customs authorities. (Obtaining “In-Transit” customs status for your cargo is possible through the Logistics Cluster, please see TRANSIT CARGO PROCESSING SERVICE below).
  3. Service Users who are using their own Clearing & Forwarding Agent in Djibouti, and who have had their request for Air Transport “Accepted”, will be informed of the ETD from Djibouti 72 hours in advance, and are required to obtain exit/export authorisation.
  4. Service Users who have had their request to use the TRANSIT CARGO PROCESSING SERVICE “Accepted” will be informed of the ETD from Djibouti 72 hours in advance.
  5. All Service Users will be required to submit a copy of each Distribution Plan, for all cargo to be shipped, 72 Hours in advance of the estimated time of berthing in Djibouti for the vessel; this is required in order to obtain the security clearance for each voyage.
  6. Service Users who are using their Clearing & Forwarding Agent in Djibouti will be required to present their cargo at Djibouti-Ambouli International Airport, cleared and ready to load; they will be regularly informed of any changes to the flight schedule.
  7. Service Users who have had their request to use the TRANSIT CARGO PROCESSING SERVICE “Accepted” will be regularly informed of any changes to the flight schedule.
  8. All Service Users will be informed of the actual time of departure from Djibouti when confirmation is received by the Logistics Cluster from UNHAS.
  9. All Service Users will be required to make all arrangements for receipt of their cargo in Yemen including; collection from Sana’a El Rahaba International Airport; customs clearance; settling any fees incurred for handling.
HOW TO ACCESS THE AIR TRANSPORT SERVICES

- Service Users who are using their Clearing & Forwarding Agent in Djibouti are required to submit a completed Logistics Cluster Service Request Form (SRF) a minimum of 5 days before they expect to have the cargo ready to load.

- Service Users who are requesting to use the TRANSIT CARGO PROCESSING SERVICE are required to submit a completed SRF a minimum of 10 days before their cargo is expected to arrive in Djibouti (detailed instructions for this service can be found below).

- 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)
  - One date when cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field)
  - One Port of Entry into Yemen: Sana’a El Rahaba International Airport (in the “TO” field)

  **NOTE: General instructions for completing the SRF can be found at:**

- All Service Users must provide their organisations PO Number(s) for the cargo (in the “Consignor Reference” field).

- Service User with their own Clearing & Forwarding Agent in Djibouti 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).

- Service Users requesting to use the TRANSIT CARGO PROCESSING SERVICE must indicate “Service Requested from WFP” in the “Clearing Agent” field of the SRF (detailed instructions for this service can be found below).

- All Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.

- The Logistics Cluster will confirm receipt of the SRF within 24 hours, and will either: request additional clarification or documentation required; or, will register the SRF as “New” in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User.

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

- The Logistics Cluster will review all “New” SRFs within 24 hours, and will either: request additional clarification or documentation; will “Accept” the SRF; or will 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”.

TRANSIT CARGO PROCESSING SERVICE

The following services will be made available on a free-to-user basis:

- Management of all processes and services required to receive, hold, and dispatch humanitarian cargo, arriving in Djibouti en-route to Yemen, until it can be booked onto either the SEA TRANSPORT SERVICES and/or AIR TRANSPORT SERVICES mentioned above and has been transported to Yemen.

1. The service is offered as a complete process, and all cargo “Accepted” for this service will remain in the custody of WFP, or an agent/service provider acting on behalf of WFP, until it arrives at the Port of Entry into Yemen.

   **NOTE: This service is only available for cargo to be booked onto Logistics Cluster-Coordinated Sea and/or Air Transport Services.**

2. The service will include, and be limited to: Collection from shipper at Port of Entry into Djibouti; Obtaining In-Transit customs clearance for Djibouti; Obtaining Export/Exit customs authorisation from Djibouti; Temporary

[www.logcluster.org/ops/yem10a](http://www.logcluster.org/ops/yem10a)
bonded storage in Djibouti; Delivery to Port of Exit in Djibouti; All other necessary clearances/passes/permissions to move cargo as required, inside Djibouti.

3. Any demurrage, or other fees incurred at the Port of Entry into Djibouti will be the responsibility of the Service User; except in cases where such fees are the result of cargo remaining in the Port of Entry more than 10 days after the Logistics Cluster has “Accepted” the request of the Service User.

   **NOTE: in such cases, any fees assessed for days prior to and including the 10th day following the date of acceptance will be the responsibility of the Service User; any fees assessed for days after the 10th day following the date of acceptance will be the responsibility of the Logistics Cluster.**

**HOW TO ACCESS THE TRANSIT CUSTOMS PROCESSING SERVICE**

- Service Users are required to submit a completed SRF a minimum of 10 days before their cargo is expected to arrive in Djibouti.
- A single SRF for the Transit Customs Processing Service can have only:
  - One Port of Entry into Djibouti (in the “FROM” field)
    **NOTE: This Service is only available for cargo arriving into Doraleh Container Terminal, Port of Djibouti, or Djibouti-Ambouli International Airport.**
  - One ETA in Djibouti (in the “Date Ready for Movement” field)
  - One Port of Entry into Yemen (in the “TO” field)
    **NOTE: General instructions for completing the SRF can be found at:**
- Service Users must provide their organisations PO Number(s) for the cargo (in the “Consignor Reference” field).
- Service Users must indicate “Service Requested from WFP” in the “Clearing Agent” field of the SRF.
- Service Users are required to submit the following additional documents with the SRF a minimum of 5 days before their cargo is expected to arrive in Djibouti:
  - Transport Documentation (depending on mode of arrival):
    - Non-Negotiable copy of the Bill of Lading (B/L) for containerised shipments
    - Non-Negotiable Cargo Receipts (NNCR) for break/bulk shipments
    - Original Air Waybill (AWB) for cargo arriving by air
  - Packing List (PL) for all shipments
    **NOTE: B/L, NNCR, AWB, and PL must indicate “CARGO IN TRANSIT TO YEMEN”**
    **NOTE: B/L, NNCR or AWB must be completed according to the following guidelines:**

  **CONSIGNEE:** NAME of ORGANISATION, Point of Contact in Yemen

  **NOTIFYING PARTY:** WFP DJIBOUTI – Attn. WFP Logistics Office FZ
  World Food Programme Djibouti
  B.P: 10011, RUE IBRAHIM SOULTAN, DJIBOUTI
  TEL: +253-21355257/ +253 -77-848398/ +253 -21346084/ +253 -77-810805/ +253-21-353790

  - Non-commercial Invoice for all shipments
  - Certificate of Origin for all shipments
  - Dangerous Goods will require a Shippers Declaration form (Original + two copies)
  - Other documentation may be required depending on the type of cargo (please reference the Djibouti LCA).
- Copies of all documentation should be sent via email to Yemen.ClusterCargo@wfp.org with the completed SRF. [www.logcluster.org/ops/yem10a](http://www.logcluster.org/ops/yem10a)
YEMEN

- The Logistics Cluster will confirm receipt of the SRF within 24 hours, and will either: request additional clarification or documentation required; or, will register the SRF as “New” in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User.

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

- The Logistics Cluster will review all “New” SRFs within 24 hours, and will either: request additional clarification or documentation; will “Accept” the SRF; or will 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”.

- Original documents for “Accepted” requests should be sent, with a note identifying the consignment number, to:

  **WFP DJIBOUTI – Attn. WFP Logistics Office FZ**
  **World Food Programme Djibouti**
  **B.P: 10011, RUE IBRAHIM SOULTAN, DJIBOUTI**
  **TEL: +253-21355257/+253-77-848398/+253-21346084/ +253-77-810805/+253-21-353790**

**LIMITATIONS AND CONDITIONS OF SERVICES**

- Only UN Agencies, International Humanitarian Organisations (i.e. IOM, IFRC, etc.), and International or National Non-Governmental Organisations (NGOs) operating in Yemen are eligible to use this service.

- When providing services under these SOPs, WFP acts as agent for the service users/requesting organisations. WFP assumes no responsibility 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 Logistics Cluster does not regularly coordinate services for 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 Air and Sea Transport, Transit Cargo Processing, Road Transport and Temporary Storage services is: yemen.clustercargo@wfp.org.