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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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) 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, unless a specific request is made and “Accepted” to use the TRANSIT CUSTOMS PROCESSING SERVICE.

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.

vii) 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

Yemen

- Road Transport from Hodeidah, Sana’a, and Aden to accessible locations inside Yemen.
- Temporary Storage in Hodeidah, Sana’a, and Aden.

www.logcluster.org/ops/yem10a
ROAD TRANSPORT SERVICES

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

- Road Transport from Hodeidah, Sana’a, and Aden to accessible locations inside Yemen.

**NOTE:** “Accessible locations” may vary, Service Users are encouraged to submit their SRF as soon as possible to allow the Logistics Cluster to assess the possibility for making the delivery.

1. Organizations will be responsible for ensuring that all customs formalities are met prior to transportation.
2. Services will be planned based on the availability of transport capacity, access, security and permissions (the service includes obtaining the necessary permissions for the movement of cargo inside Yemen on behalf of the Service User).
3. Transport can be requested for cargo in Logistics Cluster-Coordinated storage facilities in Hodeidah, Sana’a, or Aden (see below TEMPORARY STORAGE SERVICES): the Service User may also request collection of their cargo from the warehouse of the Service User, or of a commercial service provider acting on their behalf.
4. Service Users requesting collection of their cargo from their warehouse, or the warehouse of a commercial service provider acting on their behalf, will be responsible to arrange for loading.
5. All Service Users will be responsible to arrange for unloading at all delivery locations; except in cases where the cargo is received into a Logistics Cluster-Coordinated storage facility (see below TEMPORARY STORAGE SERVICES)

**HOW TO ACCESS THE ROAD TRANSPORT SERVICES**

- Service Users are required to submit a completed Logistics Cluster Service Request Form (SRF) a minimum of 48 hours before they expect to have the cargo ready to load.

- A single SRF for the Road 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 location where the cargo will be handed back when service(s) end (in the “TO” field)

**NOTE:** General instructions for completing the SRF can be found at: [http://www.logcluster.org/sites/default/files/documents/srf_instructions_3](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 Users requesting collection of their cargo from the warehouse of their Clearing and Forwarding Agent 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).
- 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”.

www.logcluster.org/ops/yem10a
TEMPORARY STORAGE SERVICES

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

- Temporary storage in Hodeidah, Sana’a, and Aden.

1. Temporary storage will be provided, subject to availability, in a common area to humanitarian organizations.
2. All storage space provided is temporary and for a specified time period. The storage space available and the time it is made available may change according to level of usage.
3. Service Users should check availability of storage at a minimum of 72 hours in advance by sending an email to yemen.clustercargo@wfp.org.
4. Service Users are responsible for ensuring the removal of their cargo prior to, or on the specific date agreed upon.
5. In the event that additional time is required for storage usage, the Service User must inform the Logistics Cluster of such requirements prior to the specified date agreed upon.

NOTE: Additional storage time will be subject to availability and at the discretion of the Logistics Cluster.

HOW TO ACCESS THE TEMPORARY STORAGE SERVICES

- Service Users are required to submit a completed Logistics Cluster Service Request Form (SRF) a minimum of 48 hours before they expect to have the cargo ready to deliver to the storage facility.

- A single SRF for the Temporary Storage 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 location where the cargo will be handed back when service(s) end (in the “TO” field)

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 Users requesting collection of their cargo from the warehouse of their Clearing and Forwarding Agent 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).
- 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”.

www.logcluster.org/ops/yem10a
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.