YEMEN

Standard Operating Procedures (SOPs)
Transport, Temporary Storage, & Transit Services

12 December 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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) 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***.

YEMEN

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
- 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".
- Please note that this is a transport-only service. Insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organization
- The requesting organization is responsible for the loading of the trucks at the point of origin.
- The Logistics Cluster may transport items from its common warehousing locations, using WFP waybills.

- The Logistics Cluster will confirm the time and pickup of the cargo, once trucks have been confirmed and security clearance granted by the government. .
- The Logistics Cluster will transport the cargo and keep the organization informed regarding progress.
- When the cargo arrives at the final destination, the receiving organization should arrange offloading.
- The sending organization, or the designated consignee, should confirm receipt through signing the waybill, which accompanies the cargo. The signed and stamped waybill should be return in the most timely manner soon after the deliveries is completed.
- Further inquiries regarding the consignment information should be sent to: yemen.clustercargo@wfp.org

The above process is summarized in the flowchart in **Annex 1**.

YEMEN

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 72 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".
- The Organization is responsible for delivering the cargo to the storage space provided by the Logistics Cluster. The Organization should inform the Logistics Cluster of the estimated time the cargo will arrive at the storage space. The Organization is responsible for providing the contact details of the truck driver/convoy leader as well as the license plate numbers of the trucks delivering the cargo to the Logistics Cluster. The Organization should also provide the Logistics Cluster with waybill numbers (and if possible, copies of the waybills) for the consignment. This is not applicable in the event the Organization is using the Logistics Cluster transport services.

- Unless otherwise agreed, offloading and handling-in of the cargo at the storage space will be arranged by the Logistics Cluster.
- The Logistics Cluster will confirm reception of the cargo by updating the cargo tracking system.
- The Logistics Cluster will only release cargo to the Organization (or to another agency specifically authorized by the Organization) after receiving a Release Order form from the Organization. The Release Order Form should provide the below information:
  1. The Consignment Number
  2. Item Description
  3. The number of units to be released
  4. Whom the cargo should be released to
- The Logistics Cluster will arrange handling-out and will confirm release of the cargo to the Organization by updating the cargo tracking system.

The above process is summarized in the flowchart in **Annex 2**.

YEMEN

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.
- Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team.
- **Costs:** Any additional or exceptional costs incurred during the provision of these services by Logistics Cluster may be charged to the Organization.
- **Liability:** 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

  The Organization can track the status of its cargo online using the following application: http://rita.logcluster.org/rita2/public/track.htm

  The Organization acknowledges and agrees that WFP is providing this additional service free of charge on an "as is" basis and that the use thereof is at the Organizations' own risk.

  WFP expressly disclaims and excludes all warranties, express or implied, statutory or otherwise, including but not limited to, the implied warranties of merchantability, non-infringement of third party rights, and fitness for a particular purpose. WFP makes no representations or warranties concerning the accuracy, completeness, security or timeliness of the content, information or services provided on or through the use of the web application. No information obtained from the website shall create any warranty not expressly stated by WFP in these terms of use.

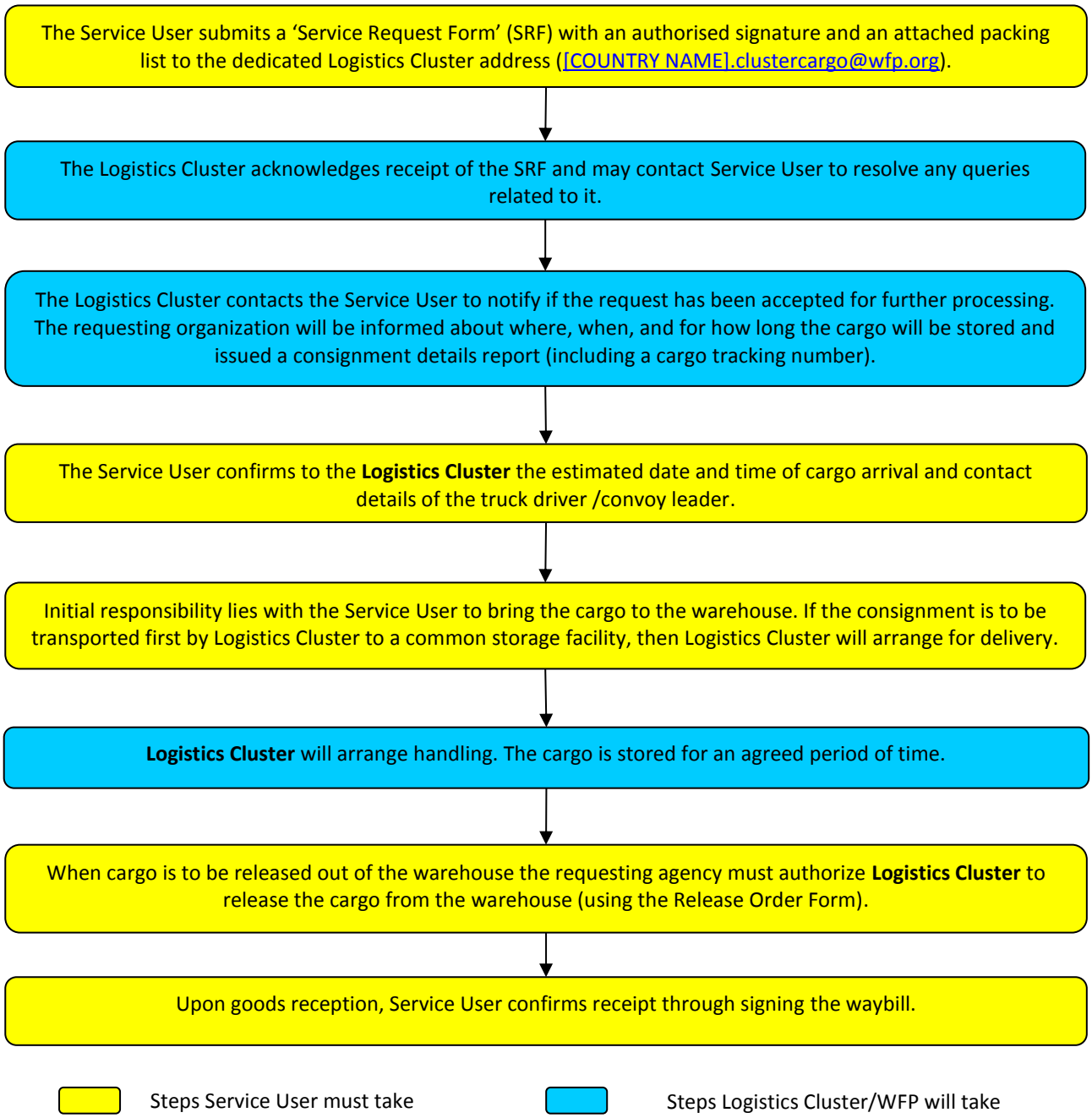
  WFP hereby excludes all liability for any claim, demands, or damages of any kind whatsoever arising out of or in connection with the use of this application including without limitation, indirect or consequential loss or damage; loss of actual or anticipated profits and/or loss of revenue.
- **Cargo packaging requirements**: The Organization receiving the service is responsible for ensuring that its cargo has been appropriately prepared and able to withstand road transportation hazards.

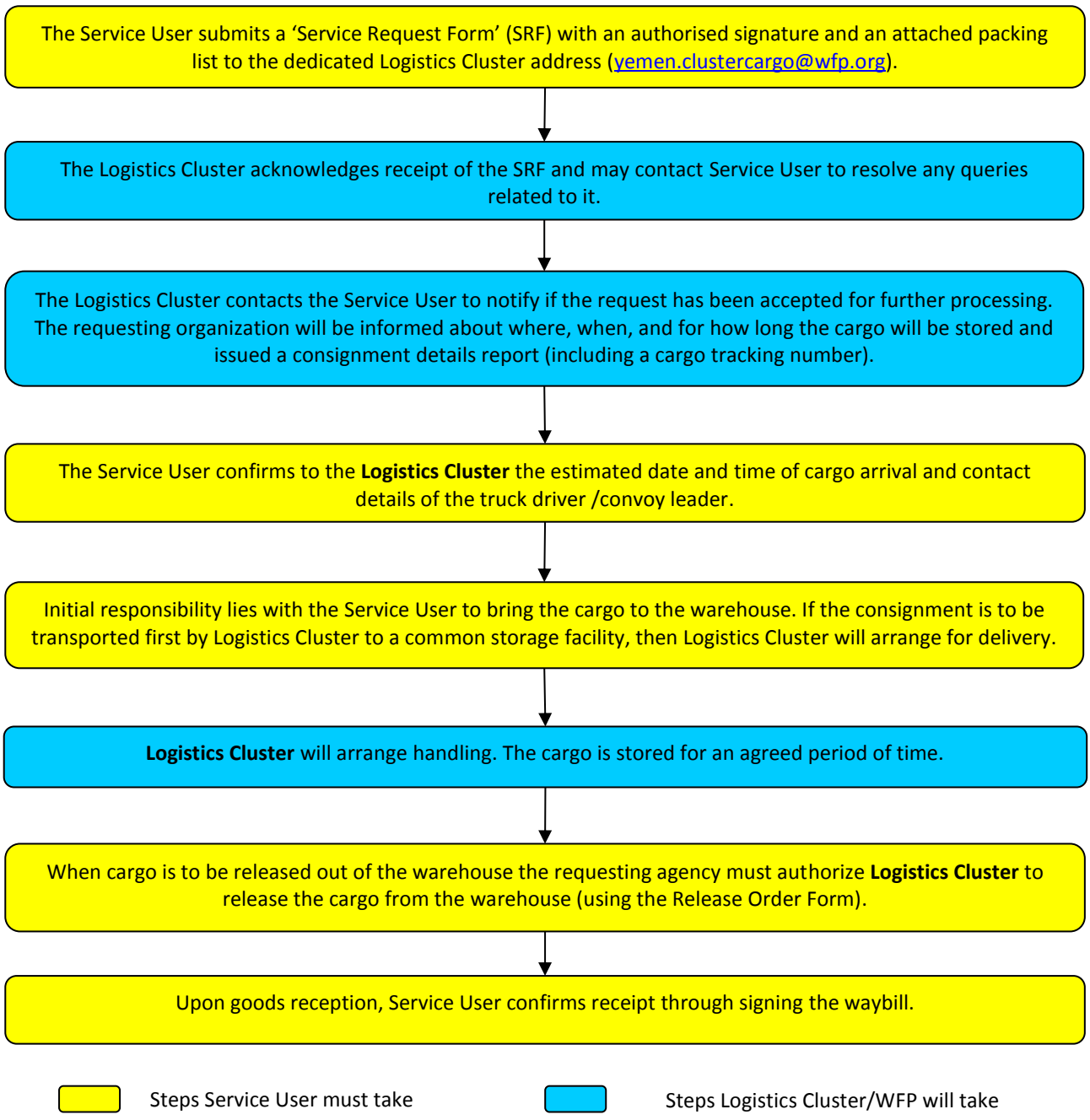
  Organizations receiving transport services must clearly indicate on the cargo details of the final consignee; the destination; and contact information as well as any special cargo handling requirement.

  Organisations receiving storage services must clearly indicate on the cargo details of the cargo as well as any special handling requirement.
- **Large and over-sized items:** Large, long, over-sized etc. cargo will be handled according to capacity.
- **Dangerous goods:** The Logistics Cluster may be able on a case-by-case basis to transport some dangerous goods. Consultation with Logistics Cluster is required before submitting an SRF for road transportation service of dangerous goods.
- **Cold storage:** Logistics Cluster/ WFP does not usually offer temperature controlled transport or storage. However, requests could be considered on a case–by-case basis with organisations who have signed a Service Level Agreement with WFP for the provision of such specific logistics services in country.
- 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.

ANNEX 1
Road Transport Flowchart

A simplified summary of the usual steps involved in transport services is given in the flow chart below (can be modified and adapted to a specific operation):



ANNEX 2
Storage Flowchart

A simplified summary of the usual steps involved in storage services is given in the flow chart below (can be modified and adapted to a specific operation):