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## Storage Services

### OVERVIEW

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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 Zimbabwe 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 28 April 2019, 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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 Zimbabwe operations page (<https://logcluster.org/sector/zwe19a>) and shared via the mailing list.

### KEY NOTES TO USERS

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Any communications, requests, and all documentation related to these services should be sent to: [zimbabwe.clustercargo@wfp.org](mailto:zimbabwe.clustercargo@wfp.org).

There should only be one SRF per location of origin and destination, and the user should not include multiple pick up locations or multiple destinations on one SRF.

Cargo requiring special handling must have its own SRF form. This is to ensure clarity in exactly which cargo requires specialized handling and movement.

The user should not request multiple services on one SRF. Storage and Transport service requests must be submitted on separate SRFs.

Insurance for the cargo will remain the responsibility of the Service User in all cases.

Implementation of all services is dependent on the security situation, this will affect schedules and access.

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.

Only UN Agencies, National Government Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Zimbabwe are eligible to use these services ("Service Users").

## Overview of Services

### TEMPORARY STORAGE SERVICES

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- The Logistics Cluster is making warehouse space available on a free-to-user basis to humanitarian organisations for cargo storage (including handling in/out). Currently warehouse space is available in:
  - Mutare Aerodrome (240 m<sup>2</sup>)
  - Mutare Provincial Hospital (480 m<sup>2</sup>)

**NOTE:** Other locations for storage space will be considered on a case by case basis.

1. Temporary storage will be provided, subject to availability, in a common area to humanitarian organisations.
2. All storage space provided is temporary up to two weeks. 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 a minimum of 48 hours in advance by sending an email to [zimbabwe.clustercargo@wfp.org](mailto:zimbabwe.clustercargo@wfp.org)
4. Service Users are responsible for ensuring the removal of their cargo within two weeks.
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 STORAGE SERVICES

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- Service Users are required to submit a completed Logistics Cluster Service Request Form (SRF). The SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: [zimbabwe.clustercargo@wfp.org](mailto:zimbabwe.clustercargo@wfp.org). Emails sent from a known user will be considered as being signed by the sending agency. The SRF must be submitted 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 (Location to be stored in)" field)
  - One date *when* cargo will be handed over for service(s) to begin (in the "Beginning (date)" field)
  - One date when the cargo will be handed back when service(s) end (in the "Until (date)" field)

**NOTE:** General instructions for completing the SRF can be found at: <https://logcluster.org/document/zimbabwe-service-request-form-srf>

- All Service Users should provide their organisation's PO Number(s) or any other internal Reference Number for the cargo (in the "Owner Reference" field) to facilitate tracking of their goods.
- 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.

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- 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”.
  - After receiving confirmation from the Logistics Cluster the request has been accepted, the requesting organisation should inform the Logistics Cluster of the estimated date and time of the cargo arrival at the warehouse. The requestor should also provide contact details of the truck driver/convoy leader to the Logistics Cluster contact person to enable the trucks with cargo to be guided to the Logistics Cluster’s warehouse.
  - The requesting organisation should also provide the Logistics Cluster with the waybill numbers (and if possible copies of the waybills) for the consignment, as well as the plate numbers of the trucks on which it will be delivered. This will enable the Logistics Cluster to easily identify the arriving cargo.
  - Requesting organisations will bring their cargo to the Logistics Cluster warehouse at their own cost. Offloading and handling-in will be arranged by the Logistics Cluster.
  - The Logistics Cluster will confirm receipt of the cargo in the warehouse by updating the cargo tracking system.
  - Cargo will not be released from the warehouse unless the Logistics Cluster either receives a signed Release Order Form (RLO) from the consignor organisation or a scanned copy attached to email from a known agency contact or implementing partner.
  - The release request should indicate Consignment Number, number of units, volume and tonnage of the cargo to be released, and should specify to whom the cargo should be made available. The Logistics Cluster will arrange handling-out and will confirm release of the cargo to the receiving organisation.
  - All enquiries on the status of cargo should be checked online using the tracking number:  
<https://rita.logcluster.org/public/track.htm>
  - Further inquiries regarding the consignment information should be sent to: [zimbabwe.clustercargo@wfp.org](mailto:zimbabwe.clustercargo@wfp.org)

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

## ANNEX 1 - Storage Flowchart

A simplified summary of the usual steps involved in storage services is given in the flow chart below:



 Steps Service User must take

 Steps Service Provider will take

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## LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Zimbabwe are eligible to use these services (“Service Users”).
- 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 point of contact for Zimbabwe enquiries related to Temporary Storage services is: [zimbabwe.clustercargo@wfp.org](mailto:zimbabwe.clustercargo@wfp.org).

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## CARGO PACKAGING REQUIREMENTS

- Requesting organisations are responsible for ensuring their items have been packed in the appropriate transport container and able to handle the physical requirements of the operational transport. The Logistics Cluster reserves the right to refuse cargo that has not been properly packed, as improper packing can lead to delayed transport and reduced space for other organisations.
- Organisations delivering relief cargo to the logistics hubs for temporary storage need to provide full details of the consignment and necessary documentation as detailed in the specific in-country SOPs.
- For transport requests, the final consignee, the destination and contacts must be clearly indicated on the cargo and also in the request as well as any special cargo handling requirement.

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## LARGE AND OVER-SIZED ITEMS

- Large, long, over-sized etc. items will be handled according to available capacity.

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## HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

- The Logistics Cluster is able to accept hazardous goods for transportation on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting a SRF.
- In general, the Logistics Cluster does not usually offer temperature-controlled transport or storage. However, requests would 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.