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## COVID-19 Response Related Storage and Transport Services

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### OVERVIEW

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This document provides an overview of the logistics services to be made available through the Logistics Sector, how humanitarian actors responding to the crisis in Bangladesh 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 for the COVID-19 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 October 2020.

The services may be withdrawn before this date in part or in full, for any of the following reasons: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 the services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the Bangladesh Operations page (<https://logcluster.org/sector/bangl17>) 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:

[bangladesh.clustercargo@wfp.org](mailto:bangladesh.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, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Bangladesh are eligible to use these services (referred to as 'service users').

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## Overview of Services

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- Temporary Storage Services
- Transportation Services

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### TEMPORARY STORAGE SERVICES

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- The Logistics Sector is making warehouse space available - on a free-to-user basis - to humanitarian organisations for temporary cargo storage (including handling in/out). Currently, warehouse spaces are available in:
  - Madhu Chara Logistics and Engineering Hub – World Food Programme (WFP) as a service provider
  - Balukhali Logistics Hub - WFP as a service provider
  - Teknaf Logistics Hub – Handicap International/ Atlas Logistique (HI/Atlas) as a service provider
  - Unchiprang Logistics Hub - HI/Atlas as a service provider
  - Cox’s Bazar COVID-19 Logistics Hub - HI/Atlas as a service provider

**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 for up to three months. The storage space available and the time for which it is made available may change according to constraint and requirements.
3. Service Users should check availability of storage at a minimum of 72 hours in advance by sending an email to [bangladesh.clustercargo@wfp.org](mailto:bangladesh.clustercargo@wfp.org).
4. Service users are responsible for ensuring the removal of their cargo within three months.
5. In the event that additional time is required for storage usage, the service user must inform the Logistics Sector of such new requirements prior to the specified date agreed upon.

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

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### HOW TO ACCESS TEMPORARY STORAGE SERVICES

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- Service Users are required to submit the duly completed Logistics Sector Service Request Form (SRF). SRFs must be sent in a Microsoft Excel file copy, from an approved agency contact point to [bangladesh.clustercargo@wfp.org](mailto:bangladesh.clustercargo@wfp.org). SRFs sent by email from a known user will be considered as being signed by the service requesting agency. SRFs must be submitted a minimum of 48 hours before the expected time for cargo delivery 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 the temporary storage service(s) to begin (in the “FROM” field)
  - One date when cargo will be handed over for the temporary storage service(s) to begin (in the “Date Ready for Movement” field)
  - One location where the cargo will be handed back when the temporary storage service(s) end (in the “TO” field)

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

- All service users should provide their organisations PO Number(s) or any other internal Reference Number for the cargo (in the “Owner Reference” field) to facilitate tracking of their goods.
- Service users requesting collection of their cargo from the warehouse of their clearing and/or 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 Sector 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 Sector will review all submitted SRFs within 24 hours, and will either *request* for additional clarification or documentation, or will *accept* the SRF, or will *communicate* the reason why the service cannot be provided at the time and will give the service user the option to *cancel* or place the SRF *on-hold*.
- After receiving confirmation, from the Logistics Sector, that the request has been accepted, the requesting organisation should inform the Logistics Sector 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 Sector officer (i.e.: [bangladesh.clustercargo@wfp.org](mailto:bangladesh.clustercargo@wfp.org)) to enable the trucks with cargo to be guided to the Logistics Sector’s warehouse.
- The requesting organisation should also provide the Logistics Sector 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 Sector to easily identify the arriving cargo. However, if the agency is already using the Logistics Sector transport services, it will not be necessary to provide these details, as the Logistics Sector will already have them.
- Requesting Organisations will bring their cargo to the Logistics Sector warehouse at their own cost. Offloading and handling-in will be arranged by the Logistics Sector.
- The Logistics Sector 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 Sector either receives a signed Release Order Form (RLO) from the consigning organisation or a scanned copy attached to email from a known agency contact or implementing partner.
- The release request should indicate the consignment number, the number of units, the volume and tonnage of the cargo to be released and should specify to whom the cargo should be made available. The Logistics Sector 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 [bangladesh.clustercargo@wfp.org](mailto:bangladesh.clustercargo@wfp.org)

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

## LOCAL ROAD TRANSPORT TO CAMPS

- Road transport within Cox’s Bazar district (Cox’s bazar municipality, Ukhiya Upazila and Teknaf Upazila) is provided on a free-to-user basis for COVID-19 related items.

<https://logcluster.org/sector/bangl17>

- Organisations will be responsible for the insurance of the cargo.
- All cargo related customs clearance formalities are the responsibility of the requesting organisation.
- Services will be planned based on the availability of transport capacity, access, security and permissions. Service users are expected to provide facilitation letters when requesting common transport.
- Transport can be requested for cargo in Logistics Sector temporary storage facilities in Cox's Bazar, Madhu Chara, Teknaf, Unchiprang and Balukhali Hub; service users may also request collection of their cargo from their own warehouse facility or of a commercial service provider acting on their behalf.
- Service users requesting the collection of their cargo from their warehouse, or from the warehouse of a commercial service provider acting on their behalf, will be responsible to arrange for loading.
- 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 Sector storage facility (see above TEMPORARY STORAGE SERVICES)

### HOW TO ACCESS THE LOCAL ROAD TRANSPORT TO CAMPS

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- Service users are required to submit a completed Logistics Sector Service Request Form (SRF). SRFs must be sent in a Microsoft Excel file copy, from an approved agency contact point to [bangladesh.clustercargo@wfp.org](mailto:bangladesh.clustercargo@wfp.org), emails sent from a known user will be considered as being signed by the sending agency. SRF must be submitted 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 transport 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 delivered, at the end of the transport service(s) (in the "TO" field)

**NOTE:** General instructions for completing the SRF can be found at: <https://logcluster.org/document/service-request-form-instructions-2>

- 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 Sector 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. All enquiries on the status of cargo should be checked online using the tracking number: <http://rita.logSector.org/rita2/public/track.htm>

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

- The Logistics Sector will review all submitted SRFs within 24 hours, and will either request additional clarification or documentation, or 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 organisation
- The requesting organisation is responsible for the loading of the trucks at the point of origin. The requesting organisation is also obligated to provide the shipping documentation to the truck drivers.
- The Logistics Sector may transport items from its common warehousing locations, using WFP waybills.

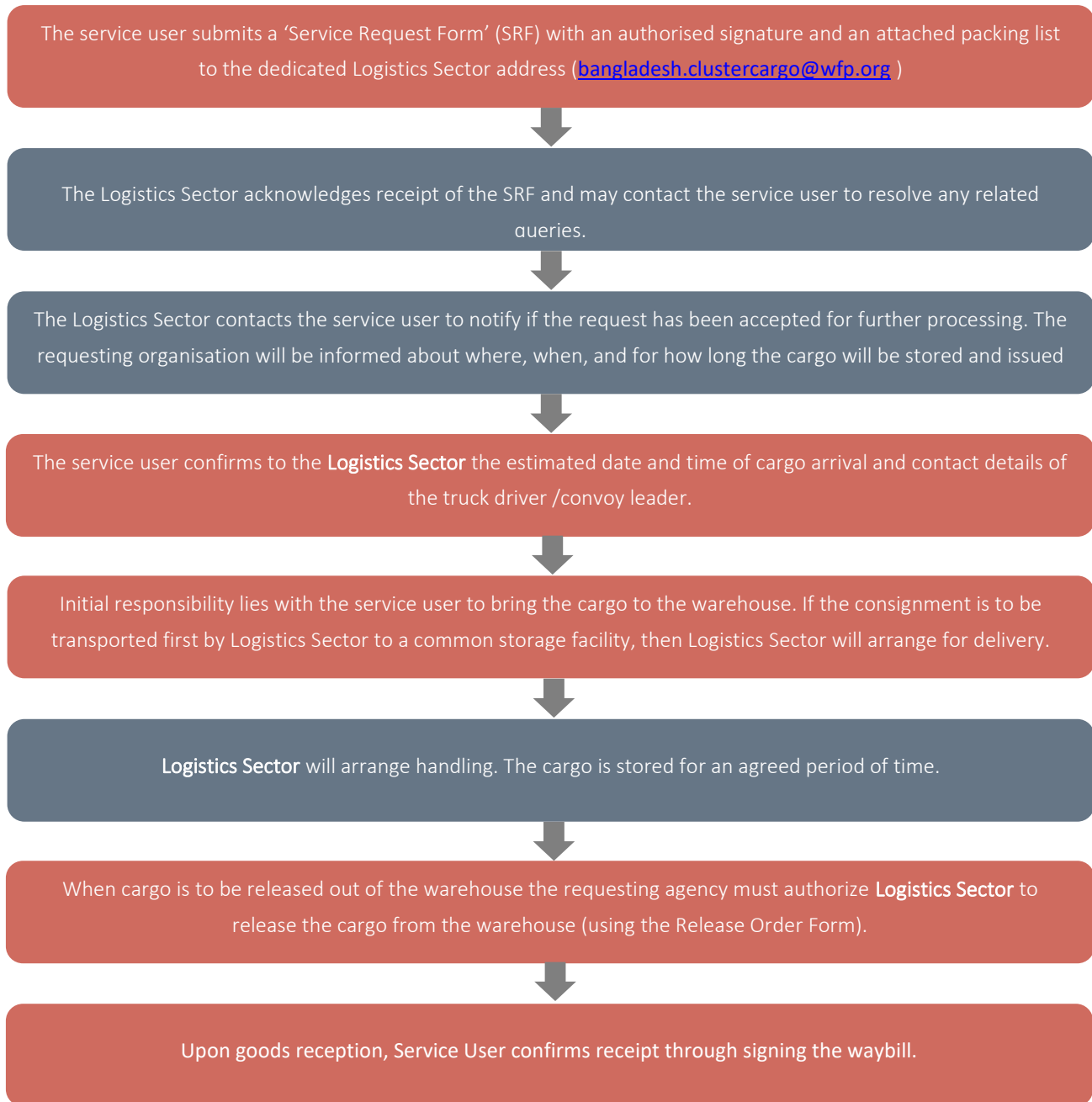
<https://logcluster.org/sector/bangl17>

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- The Logistics Sector will confirm the time and pickup of the cargo, once trucks have been confirmed.
  - The Logistics Sector will transport the cargo and keep the requesting organisation informed regarding progress.
  - When the cargo arrives at the final destination, the receiving organisation should arrange offloading.
  - The sending organisation, or the designated consignee, should confirm receipt through signing the waybill, which accompanies the cargo.
  - Further inquiries regarding the consignment information should be sent to [bangladesh.clustercargo@wfp.org](mailto:bangladesh.clustercargo@wfp.org)

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

## ANNEX 1 - Storage Flowchart

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

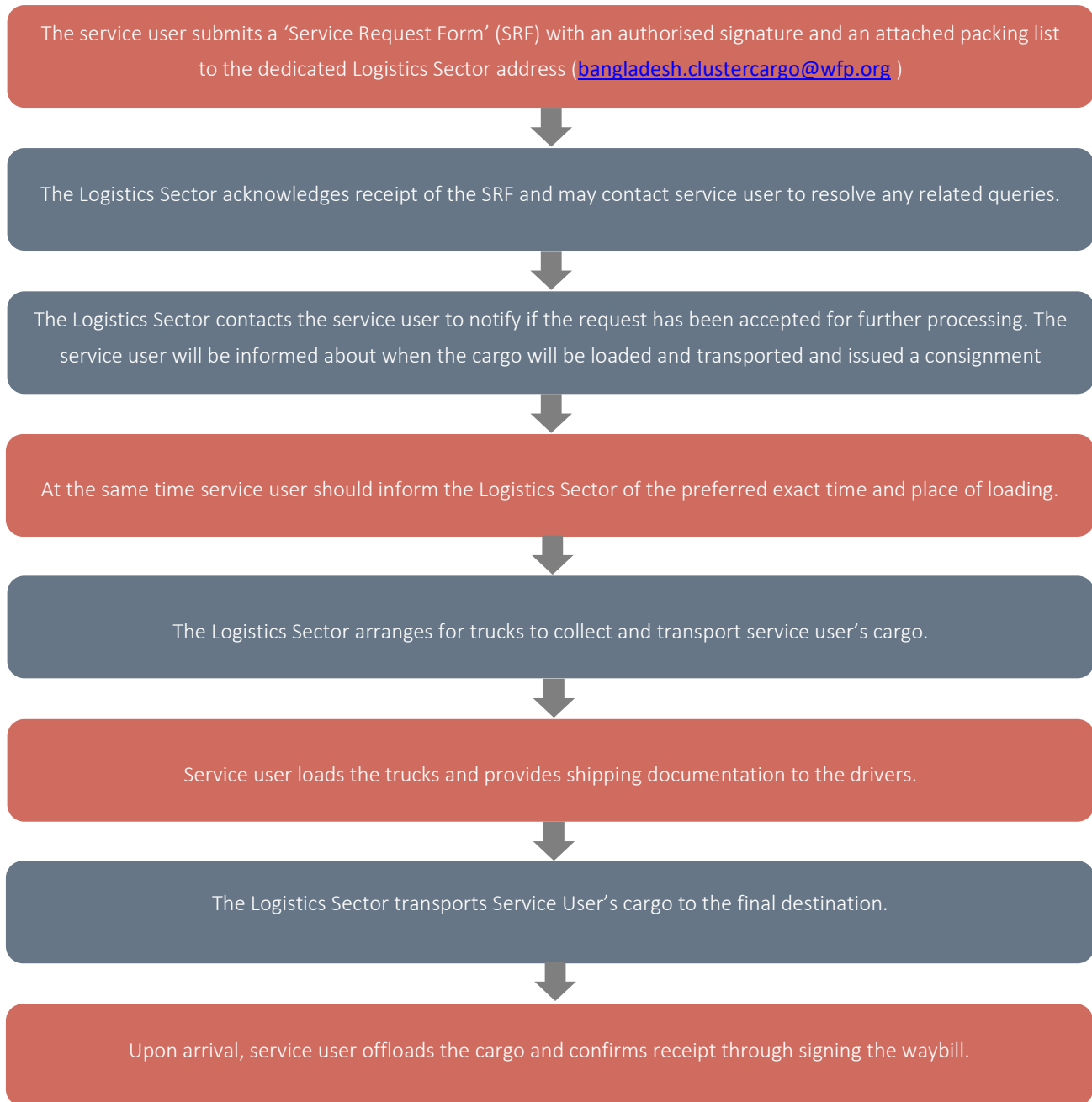


 Steps service users must take

 Steps Logistics Sector/WFP will take

## ANNEX 2 - Transport Flowchart

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



 Steps service users must take

 Steps Logistics Sector/WFP will take

## LIMITATIONS AND CONDITIONS OF SERVICES

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- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Bangladesh 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 Bangladesh inquiries related to Road/Air/Sea Transport and Temporary Storage services is: [bangladesh.clustercargo@wfp.org](mailto:bangladesh.clustercargo@wfp.org)

## CARGO PACKAGING REQUIREMENTS

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- 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 Sector 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.

## LARGE AND OVER-SIZED ITEMS

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

## HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

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- The Logistics Sector is able to accept hazardous goods for transportation on a case-by-case basis. Consultation with the Logistics Sector is required before submitting a SRF.
- In general, the Logistics Sector 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.