GENERAL OVERVIEW

This document provides an overview of the logistics services to be made available through the Palestine Logistics Cluster, how humanitarian actors responding to the crisis in Palestine may access warehousing, transport and convoy coordination services, and the conditions under which these services are to be provided. This document may be updated regularly depending on field conditions; it is the responsibility of service users to check the last version of the document before submitting their requests. The Logistics Cluster and managing agencies reserve the right to reject or put requests on hold at any time if field conditions do not allow the proper implementation of the below.

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 in and around Palestine. 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 the end of April 2024, 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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

KEY NOTES TO USERS

I. Any communications, requests, and ***all documentation*** related to these services should be sent to Palestine.ClusterCargo@wfp.org.
II. 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.
III. A single SRF can be used for multiple services (storage and transport). However, a single SRF should only be submitted for a single consignment.
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 Inter-Cluster Coordination Group. 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 Gaza, Jordan and Egypt respectively are eligible to use these services ("Service Users").
VIII. The service provider assumes no responsibility for any loss or damage to the goods transported or stored. All transported or stored goods are subject to quality assurance requirements of WFP and applicable rules and regulations.

OVERVIEW OF SERVICES

Gaza, Palestine

- Transshipment notification services are available in Rafah transhipment point
- Transport services (shunting) from Rafah transshipment point to the Logistics Cluster warehouses is available
- Storage Services are available in the following locations:

Installation Name	Type	Area	Storage Capacity (m^2)
Warehouse 1 (LC) – Al Bayuk	Storage	Rafah	1,000 m^2
Warehouse 2 (LC) – Khirbet Al Adas	Storage	Rafah	400 m^2
Warehouse 3 (EU) – Rafah Camp North	Storage	Rafah	1,000 m^2
Warehouse 4 (LC) – Tal As Sultan	Storage	Rafah	70 m^2
On hold until further notice	Storage	Deir al Balah	495 m^2
On hold until further notice	Storage	Khan Yunis	170 m^2

Amman, Jordan

- Convoy coordination services are available for the following routes:
  - Amman – Aqaba – Nuweibaa – Arish – Rafah or Kerem Shalom
  - King Hussein Bridge / Allenby – Nitzana – Kerem Shalom
- Transport services from Amman to Kerem Shalom and/or Gaza
- Cargo Consolidation Services are available in the following locations:

Installation Name	Type	Area	Storage Capacity
Amman – Warehouse 1 (LC)	Storage	Amman	1,300 pallet positions

Port Said, Egypt

- Storage Services are available in the following locations:

Installation Name	Type	Area	Storage Capacity
Egypt – Warehouse 1 (LC)	Storage	Port Said	800 pallet positions

REQUESTING SERVICES

- Service users are required to submit a completed Logistics Cluster Service Request Form (SRF) – either using the online service request process or by submitting an Excel SRF file copy to Palestine.ClusterCargo@wfp.org. SRFs must be submitted a minimum of 72 hours before they expect to have the cargo ready to deliver to the storage facility. Given the volatile nature of getting cargo into Gaza, partners are asked to submit requests for storage as soon as cargo is known to be shipped to Al Arish/Rafah Transhipping Hub. Logistics Cluster staff will be responsible for transporting cargo from Rafah Transhipping Hub to the agreed upon Logistics Cluster warehouse.
- A single SRF for the Temporary Storage or Transport Services 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:

- Logistics Cluster Online SRF instructions
- Logistics Cluster Excel SRF Instructions

- 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.
- For transportation services that cross an international border, all Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF, as well as all other required documentation for export.
- The Logistics Cluster will confirm receipt of the SRF within 24 hours and will either:
  - Request additional clarification or documentation required.
  - 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 using the online tracking system with the tracking number provided by the Logistics Cluster.

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

- The Logistics Cluster will review all "New" SRFs within 24 hours and will either:
  - Request additional clarification or documentation.
  - Will "Accept" the SRF.
  - 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".
- All enquiries on the status of cargo can be checked using the online tracking system with the tracking number provided by the Logistics Cluster.

CARGO TRANSPORT SERVICES FROM AMMAN

For all Transport Services:

- All cargo must be palletized, and must confirm to packing standards (maximum 120 cm length by 120 cm width, and maximum 170 cm height)
- Partners should mark and brand their incoming pallets, including consignment numbers, logos, stickers, and if available shipping labels with QR codes (provided by the Logistics Cluster).

  Partners joining Logistics Cluster coordinated convoys will be responsible for the lawful movement/importation/exportation of carried goods. Partners will need to supply the correct and required documentation for in-transit and importation of cargo items and will be expected to comply with all necessary restrictions as required for the specific route. WFP/Logistics Cluster will not take responsibility for importation/exportation of goods, nor will it be responsible for partners failing to comply with prevailing regulations.

Common Transport Services:

- The Logistics Cluster will facilitate access to transport services from Amman to Kerem Shalom and/or Gaza.
- Cargo prioritization on the convoys will be done in accordance with the Palestine Inter Cluster Coordination.

- The regular common transport services are being facilitated by the Government of Jordan, and vehicles will move directly from Amman to the Kerem Shalom border crossing without having to offload or cross load at any border crossing along the way.
- In some cases, WFP will provide its own commercial trucks to meet cargo demands, and though all trucks will transit through Israel, however the exact route, and need to cross load cargo between trucks may vary depending on the day as conditions change. Documentation requirements may change depending on the route/modality, and will be handled on a case-by-case basis.
- Through this service, the Logistics Cluster must also obtain necessary approvals for cargo to transit through Israel. Cargo will be inspected at agreed locations in Israel.
- Cargo will be considered in transit, and importation to either Israel or Egypt will not be required, however some special documentation requirements still exist.
- Cargo will be delivered at Kerem Shalom border crossing point and/or inside Gaza at agreed cross loading location to await further collection from partners.

To access the common transport process…

- Partners requiring transport of cargo items from Jordan to Gaza must fill in a full Service Request Form (SRF), indicating the origin as Amman, Jordan, and the destination as Kerem Shalom crossing point.
    - Unless otherwise agreed upon in advance, all transport from Amman will begin at the Logistics Cluster consolidation facility.
    - Partners will be required to submit details on every line item, including the declared value per item. **Line-item information and cost are mandatory.** Line-item information will be required to obtain necessary approvals.
    - Wherever possible, partners should consider transporting only full truck loads at a time.
    - In the comments section, partners will be asked to indicate the intended use of the cargo and the general location of use/distribution – this will also be required to facilitate necessary approvals.
- Once SRFs have been submitted to the Logistics Cluster, representatives from the Logistics Cluster will submit the full list of proposed transport items to obtain necessary approvals.
    - If any of the line items included on the SRF are denied for any reason, they will be removed from the SRF, and the partner will be notified. Note: If items from the SRF are denied and removed, but the partner sill delivers them for transport, they will be rejected on the spot.
    - Approval times after the SRF are submitted are anticipated as a minimum of 8 days, however conditions on the ground may change this.
- Once the final convoy date is made available, the partner will be notified.
    - Partners will be requested to supply any and all documentation required for the lawful export from Jordan and/or transhipment through Israel prior to cargo being picked up for transport.
    - Approved cargo items from the SRF for transport to Gaza must be dropped off at the Logistics Cluster consolidation facility no more than 72 hours in advance. The consolidation facility is not meant for long term storage, and should only be used to consolidate cargo awaiting uplifting for convoys.
    - The Logistics Cluster will be responsible for generating packing lists and pro-forma invoices for each

vehicle ton the convoy.

- In specific and agreed upon in advance cases, where cargo may originate from a partner warehouse, the sending partner will be responsible for producing shipping documents.
- Partners should supply:
  - Certificates of origin
  - Non commercial invoices
  - Specialty documents that may be required, such as phytosanitary certificates, certificates of conformity etc.

Joining a pre-existing WFP Convoy:

- As part of the Logistics Cluster coordination process, WFP will be facilitating partner access to regular convoys moving from Jordan to Gaza.
- Upcoming convoy routes, dates, and partner requirements will be shared by the Logistics Cluster at least three days in advance of each convoy. However, conditions on the ground may cause dates and times to change uncontrollably.
- Convoy Route Information:
  - Route: Amman – Aqaba – Nuweibaa – Arish – Rafah or Kerem Shalom
  - Partners vehicles joining these convoys are expected to depart from Aqaba fully loaded. Partners are expected to identify and organize their own transport contracts. The Logistics Cluster will not be involved in the process of contracting vehicles.
  - Due to restrictions on the movement of cargo across the Sinai, all vehicles must be plated as Egyptian for loading in Jordan, and will move directly into Egypt without cross-loading.
  - Vehicles will board a ferry to Nuweibaa. Cargo transiting through Nuweibaa will need to either be legally imported into Egypt, or partners will need to secure a Pledge Letter of transit to move cargo to Gaza. In order to either clear cargo into Egypt, or to obtain a Pledge Letter, partner agencies will need to be already registered in Egypt. Partners can take care of clearance or obtain a Pledge Letter by going through a registered customs broker.
  - If partner agencies are not registered in Egypt, they will still be allowed to legally donate cargo to the Egyptian Red Crescent (ERC), however prior arrangements will have to be made at that time.
  - Cargo transiting through Arish will still be required to go through the normal processing process of ERC in Arish before moving to Rafah or Kerem Shalom.

To request to join partner vehicles to a pre-existing convoy…

- Once routes have been announced, partners must submit requests through the online request form. The request form should indicate what agency is sending cargo, contents, consignee, intended use, and if possible at the time, driver details.
- Partners will need to be legally able to export cargo from Jordan, and should also supply packing lists and all associated transport documents to Palestine.ClusterCargo@wfp.org. Documents can and will include:
  - Packing Lists

  - Certificates of origin
  - Non-commercial invoices
  - Specialty documents that may be required, such as phytosanitary certificates
- Logistics Cluster will run all associated documents through the appropriate approvals process. If any changes are required, the Logistics Cluster will notify partners. Partners will be expected to provide the correct documents and the correct cargo items on the day of the convoy.

CARGO NOTIFICATION AT TRANSHIPPING POINTS IN GAZA

- For cargo that is arriving to the Rafah Transshipping Hub from Nitzana or Kerem Shalom, the Logistics Cluster will have permanent personnel stationed in Rafah to monitor incoming vehicles. If partners wish to pick up cargo at Rafah using their own cargo vehicles, they can notify the Logistics Cluster of potential incoming vehicles. Personnel at the border will review incoming vehicles, and the Logistics Cluster will notify requesting partners once the vehicles have arrived.
- In order to request notification, partners must select the "Rafah Transshipment Hub" as a "storage" location in the SRF both for cargo crossing from Rafah or Kerem Shalom. Please note, there will be no permanent storage at the Rafah Transshipment Hub – all trucks should be offloaded and transshipped on the same day. Storage for any duration will not be honoured, either short term or long term, and vehicles are expected to pick up cargo immediately at the hub.
- For all cargo intended for immediate pick up at the border, partners should only indicate the total weight and volume as one line item and the total number of pallets. Details such as reference numbers, the number of vehicles and any vehicle plate information should be added in the "sender organization reference number" for quick review.
- Partners are encouraged to have all their incoming cargo clearly marked with visibility stickers
- If partners wish to use temporary storage services, please reference the below guidelines.

TEMPORARY STORAGE SERVICES

- The Logistics Cluster is making warehouse space available – **at no cost to the user** – to humanitarian organisations for cargo storage (including handling in/out). ***NOTE:*** *Common storage locations will be continually assessed, and the storage plans will be updated as conditions change.*
- Handling services: Offloading and loading services are provided at a Logistics Cluster warehouses during regular working hours provided that users inform the Logistics Cluster focal points **72 hours in advance of arrival**.
- Dangerous goods and climate controlled medical storage items will be considered on a case-by-case basis. Accurate information on DG and temperature ranges must be communicated on the SRF.
- By default, kitting, cross-loading, and cross-docking of cargo are not permitted at Logistics Cluster run facilities. However, kitting and special handling/loading may be handled on a case-by-case basis and must be requested in advance.

- 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. ***Additional storage time will be subject to availability and at the discretion of the Logistics Cluster.***
- Have prior approval for storage from the Logistic Cluster focal or risk having storage services rejected.

Storage in Gaza:

- Partners are asked to only submit requests for storage services if they have a full distribution plan in place. Storage in Logistics Cluster facilitated locations (WFP, ACTED) are not meant for long term storage.
- Partners are limited to 7 days of storage only, and strongly encouraged to move cargo as fast as possible.

Storage in Port Said, Egypt:

- Partners are asked to submit storage requests for a maximum of 30 days.
- Bonded storage is not available at this time. All arriving cargo must be cleared prior to arriving to the facility.
- Cargo must arrived palletized. Repacking and palletization is not available at this time.

HOW TO USE TEMPORARY STORAGE SERVICES

For all storage locations:

- After receiving confirmation from the Logistics Cluster that the request for storage has been accepted, the Logistics Cluster will contact the requesting agency about the details of storage requirements.
- If partners are dropping off their own cargo, once delivery details have been agreed upon, the requesting organisation should inform the agency managing the warehouse of the estimated date and time of the cargo arrival at the warehouse; contact details will be provided once delivery is confirmed. The requestor should also provide contact details of the transporter used for the delivery process to the Logistics Cluster contact person to enable the trucks with cargo to be guided to the Logistics Cluster's warehouse.
- Cargo arriving at the warehouse should be clearly marked, indicating the requesting agency name, the consignment number assigned by the Logistics Cluster, and if possible, other additional cargo information. At the time of submitting the request for storage, senders should indicate the number of incoming pallets as well.
- It is important that items on the SRF match the shipping documents provided by the driver upon arrival – content will be checked as cargo arrives. Shipments arriving unannounced, without a prior approved SRF, containing undeclared items, or containing items with excessively damaged or compromised packaging may be rejected.
- The Logistics Cluster will confirm receipt of the cargo in the warehouse by updating the cargo tracking system (an automatic email will be generated and sent to users).

In the event the partner wishes to manage their own transport from a Logistics Cluster warehouse, they must:

- Submit a formal Release Order Form (ROF), either using the online ROF or by submitting an Excel ROF file to Palestine.ClusterCargo@wfp.org. Instructions for filling out a ROF can be found here.

- The release request should indicate the 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 the release of the cargo to the receiving organisation.
- Once the ROF is complete, the partner will work with the Logistic Cluster focal point to schedule the arrival of vehicles, including dates, times, and vehicle and driver details.
- Cargo pickup must respect the working days and hours of the warehouse.
- The Logistics Cluster does not currently offer temperature-controlled storage. Partners wishing to store temperature-controlled health items with the Logistics Cluster-provided storage services do so at their own risk.

LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Gaza and Egypt 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 Gaza inquiries related to **Temporary Storage and Cargo Notification services** is: Palestine.ClusterCargo@wfp.org

LARGE AND OVER-SIZED ITEMS

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

SPECIAL CARGO

- The Logistics Cluster is only able to accept hazardous goods for transportation on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting an SRF.
- There will be no temperature-controlled storage for pharmaceuticals and medical devices. Partners utilize storage at their own risks.