Transport and Storage Services

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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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

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 Ukraine Operations page (https://logcluster.org/ops/ukr22a) 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 ukraine.clustercargo@wfp.org.
II. There should only be one Service Request Form (SRF) per location of origin and destination, and the user should not include multiple pick-up locations or multiple destinations on one SRF.
III. Cargo requiring special handling must have its own SRF form. This is to ensure clarity in exactly which cargo requires specialised handling and movement.
IV. A single SRF can be used for multiple services (storage and transport), however a single SRF should only be submitted for a single consignment.
V. Insurance for the cargo will remain the responsibility of the Service User in all cases.
VI. Implementation of all services is dependent on the security situation; this will affect schedules and access.
VII. 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.
VIII. Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in the Ukraine are eligible to use these services ("Service Users").

OVERVIEW OF SERVICES

Ukraine

- Storage services in Dnipro, Kherson, Kropyvnytskyi, Kyiv and Odesa.
- Road transport from Dnipro, Kropyvnytskyi, Mykolaiv, Kyiv and Odesa to hard-to-reach locations.

TEMPORARY STORAGE SERVICES

- 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:
    - Dnipro – 5,000 m^2
    - Kherson – 300 m^2
    - Kropyvnytskyi – 1,000 m^2
    - Kyiv – 2,000 m^2
    - Odesa – 3,500 m^2
- Handling services: Offloading and loading are provided at Logistics Cluster warehouses during regular working hours if users inform the Logistics Cluster focal points **72 hours in advance of arrival**. If cargo is picked up from partner's warehouse (case-by-case), the Service User is responsible for handling.
- Visitor access to warehouse outside of regular working hours may be granted in exceptional circumstances. However, a 24-hour advance notice must be given to the Logistics Cluster focal person.
- All cargo to be stored must be:
    - communicated 72 hours in advance via a Service Request Form (SRF)
    - palletized to facilitate loading/offloading*
    - accompanied by comprehensive packing lists, waybill/bill of lading (note that SRF item list must match the information on the waybill/PL for cargo to be accepted by warehouse staff)

**Unpalletized cargo will be accepted on a case-by-case basis (indicate cargo overpackaging condition in the comments section of SRF).*

- At the time of requesting storage services, partners should indicate the number of pallets, the size of the pallets, and if pallets are stackable. Palletized cargo information can be added in the comments sections of the SRF.
- Dangerous goods will be considered on a case-by-case basis. All such items should have a corresponding UN ID number.
- By default, kitting, cross loading, cross docking, or transloading of cargo is not permitted at Logistics Cluster facilities, but it may be handled on a case-by-case basis and must be requested in advance.
- Temporary storage will be provided, subject to availability, in a common area shared with other humanitarian organisations.
- All storage space provided is temporary **for up to 60 days**. Users are nonetheless strongly advised to move cargo as quickly as possible.
- 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.***
- The storage space available and the time it is made available for may change according to level of usage.

Customs

- Cargo shipped to any Logistics Cluster facility inside of any country must conform to the official import procedures of that country and must be fully cleared by the partner prior to arrival at the facility. Any agency acting as consignee to cargo imported into any country must be legally registered to do so.
- **The Logistics Cluster will not act as consignee for import or export purposes.**

- For more information on customs, please visit the IMPACCT Working Group website.

HOW TO ACCESS STORAGE SERVICES

- Any communications, requests, and all documentation related to these services should be sent to ukraine.clustercargo@wfp.org.
- Service users are required to submit a completed Logistics Cluster Service Request Form (SRF) in Microsoft Excel format – from an approved agency contact point to ukraine.clustercargo@wfp.org. Emails sent from a known user will be considered as being signed by the sending agency.
- Service Request Form (SRF) can be also submitted in the online form that can be find on the operation webpage.
- SRF must be submitted a **minimum of 72 hours** before the expected delivery date to the storage facility. Requests within 72 hours will be considered on a case-by-case basis.
- Full instructions on how to use the excel and online SRF are available online at Ukraine Logistics Cluster operation webpage.
- 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 here.

- 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 the Packing List and/or 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.
  - 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. 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".
- After receiving confirmation from the Logistics Cluster that 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 and PLs) 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. It is important that SRF item list matches the shipping documents provided by driver upon arrival.

- For storage requests, requesting organisations will bring their cargo to the Logistics Cluster warehouse at their own cost. Offloading and handling 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.All enquiries on cargo status should be checked here using the tracking number.

Release of cargo from Logistics Cluster storage facilities

- Cargo will not be released from the warehouse unless:
  - the Logistics Cluster receives a signed Release Order Form (ROF) from the Service User (or a scanned copy attached to email from a known agency contact).
- 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 and will confirm release of the cargo to the receiving organisation.
- 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) to ukraine.clustercargo@wfp.org.
  - Once the ROF is complete, the partner will work with the Logistics Cluster focal point to schedule the arrival of vehicles, including dates, times, and vehicle and driver details.
  - Cargo cannot be collected before approval from the Logistics Cluster focal point has been received.

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

ROAD TRANSPORT

- The Logistics Cluster will facilitate road transport of partners' humanitarian cargo from Logistics Cluster warehouses in Ukraine to distribution or prepositioning locations.
- Additionally, the Cluster can provide road transport from service user warehouses to destinations across the country on a case-by-case basis.
- Services will be planned based on the availability of transport capacity, access, security, and permissions.
- 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 storage facility [see above TEMPORARY STORAGE SERVICES].
- At the time of requesting transport services, partners should indicate the number of pallets, the size of the pallets, and if pallets are stackable. Palletized cargo information can be added to the comments sections of the SRF.

HOW TO ACCESS ROAD TRANSPORT SERVICES

- Service users are required to submit a completed Logistics Cluster Service Request Form (SRF) in Microsoft Excel format – from an approved agency contact point to ukraine.clustercargo@wfp.org. Emails sent from a known user will be considered as being signed by the sending agency.
- Service Request Form (SRF) can be also submitted in the online form that can be find on the operation webpage.
- SRF/ROF for inter-agency convoy should be sent in Microsoft Excel format only.

- SRF must be submitted a **minimum of 72 hours** before the expected delivery date to the storage facility. Requests within 72 hours will be considered on a case-by-case basis.
- Full instructions on how to use both the online and excel SRF is available online at Ukraine Logistics Cluster operation webpage.
- 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 here.

- 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).
- 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 online using the tracking number.

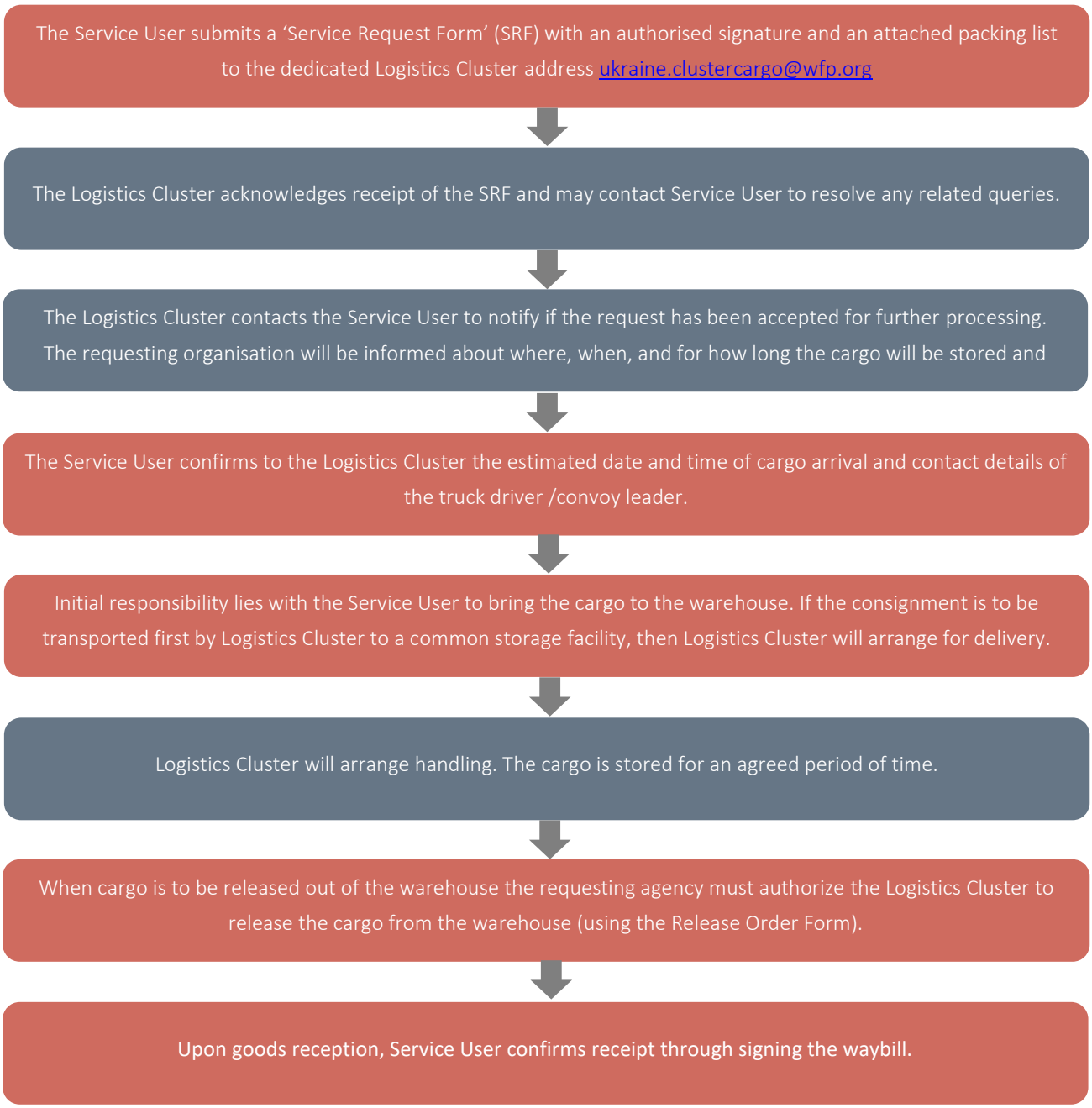
NOTE: At this point no commitment has been made to provide the service as requested. Please see the below.

- 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".
- 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 obliged to provide the shipping documentation to the truck drivers.
- 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.
- The Logistics Cluster will transport the cargo and keep the organisation informed regarding progress.
- When the cargo arrives at the final destination, the receiving organisation should arrange offloading (unless the delivery takes places in a Logistics Cluster warehouse).
- The sending organisation, or the designated consignee, should confirm receipt through signing the waybill, which accompanies the cargo.

The above process is summarised in the flowchart in Annex 2.

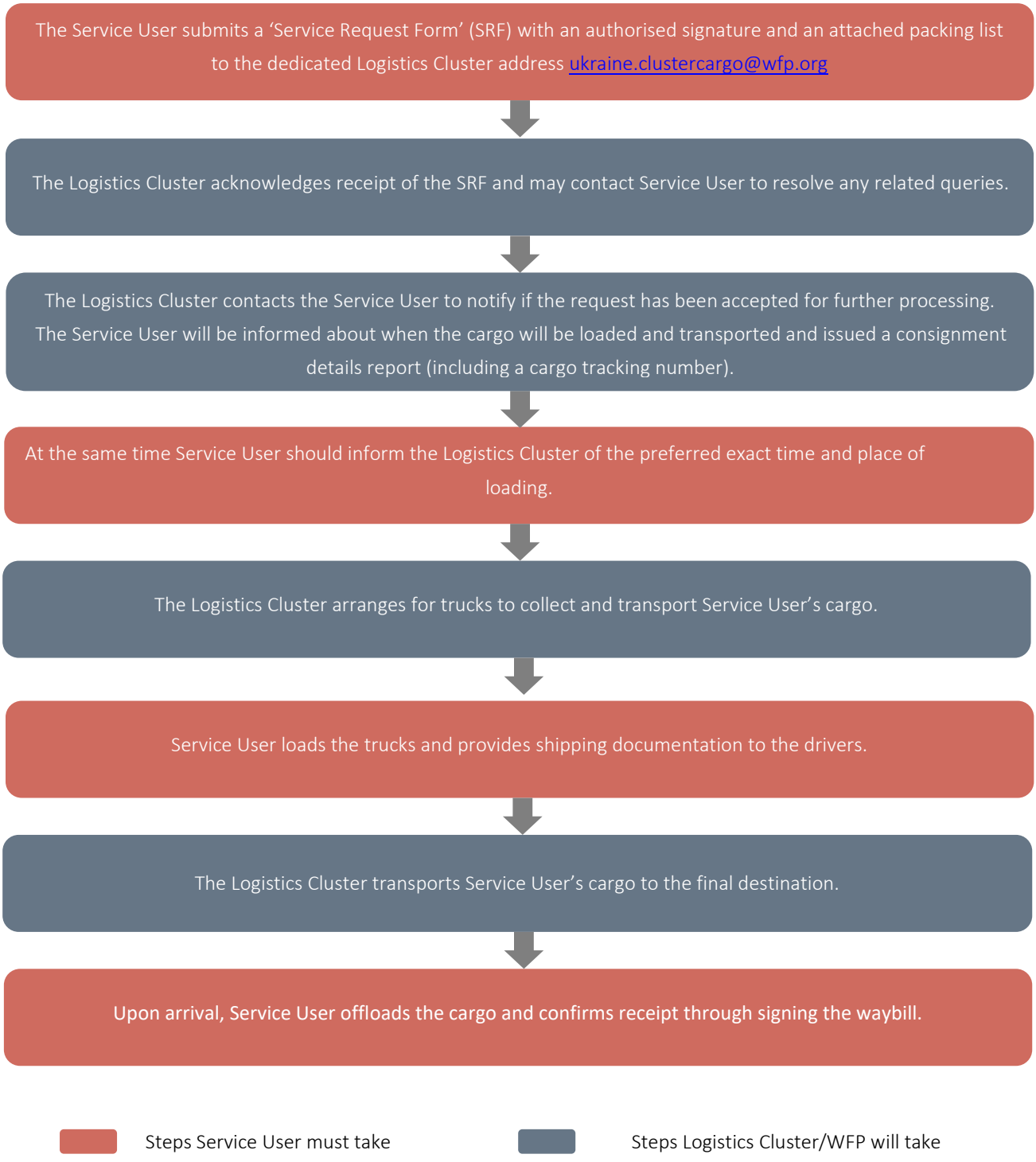
ANNEX 1 - Storage Flowchart

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



ANNEX 2 - Transport 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).



LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, international humanitarian organisations, and international or national non-government organisations (NGOs) operating in Ukraine 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.
- When cargo is delivered directly from the supplier to common warehouses, representative of requesting organisations is required to be present in the warehouse to ensure the compliance of cargo with their internal documentation and cargo quality requirements.
- 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 Ukraine inquiries related to Road Transport and Temporary Storage services is: ukraine.clustercargo@wfp.org.

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.
- 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

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

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 an SRF.
- Please note: storage services provided under the Ukraine Logistics Cluster Concept of Operations are not Good Storage Practice (GSP) and Good Distribution Practice (GDP) compliant, this includes any temperature-controlled storage services provided for medical supplies.
- The Logistics Cluster is not liable for any damage or degradation resulting from non-compliance to GSP and GDP standards.