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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 Cluster, how humanitarian actors responding to the crisis in Syria 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 unavailable.

These services are planned to be available for a period of three months, 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 The services may be withdrawn before this date in part or in full for any of the following reasons: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 Syria Operations page (<https://logcluster.org/en/ops/syr12a>) and shared via the mailing list.

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## KEYNOTES TO USERS

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- Any communications, requests, and all documentation related to these services should be sent to [syria.clustercargo@wfp.org](mailto:syria.clustercargo@wfp.org).
- The user should not request multiple services on one Service Request Form (SRF). Storage and Transport service requests must be submitted on separate SRFs.
- Cargo requiring special handling must have its own SRF form. This ensures clarity in which cargo requires specialized handling and movement.
- 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.
- 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 Syria are eligible to use these services ("Service Users").

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## Overview of Services

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### TEMPORARY STORAGE SERVICES

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The Logistics Cluster is making warehouse space available - on a free-to-user basis - to humanitarian organizations for cargo storage (including handling in/out). Currently, warehouse space is available in:

- Ghassouleh Warehouse, Damascus
- WFP Warehouse, Homs
- WFP Warehouse, Aleppo

**NOTE:** Additional locations for storage space will be considered as the need arises.

1. Temporary storage will be provided in a common area to humanitarian organizations, subject to availability.
2. No cost storage will be made available to the humanitarian community for an initial 3 months. An extension of this as a service to the community will be reevaluated as the situation evolves.
3. Service Users should check the availability of storage at a minimum of 48 hours in advance by sending an email to [syria.clustercargo@wfp.org](mailto:syria.clustercargo@wfp.org).
4. Service Users are responsible for ensuring the removal of their cargo within two weeks.
5. If additional time is required for storage usage, the Service User must inform the Logistics Cluster of such requirements before the agreed-upon date.
6. Storage spaces are not temperature controlled. Partners may request storage of pharmaceuticals and other health items typically requiring special handling, however all storage will be at the risk of the requestor. The Logistics Cluster does not have the ability to store vaccines or other items requiring refrigeration.

**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 must submit a completed Logistics Cluster Service Request Form (SRF), by filling the [online SRF form](#). SRFs must be submitted a minimum of 48 hours before cargo delivery at the common storage facility.
- Once the SRF has been submitted online, the requestor will receive an automatic email at the email address provided at the time of submission to verify and finalise the request. This step is necessary to confirm the submission of the SRF.

**NOTE:** General instructions for completing the SRF can be found at [Logistics Cluster SRF instructions](#).

- There should only be one SRF per origin and destination location, and the user should not include multiple pick-up locations or destinations on one SRF.
- Cargo requiring special handling must have its own SRF form. This ensures clarity in which cargo requires specialized handling and movement.
- The user must attach all the relevant and required documentation to online SRFs at the time of submission.

<https://logcluster.org/en/ops/syr12a>

- The user should not request multiple services on one SRF. Storage and Transport service requests must be submitted on separate SRFs.
- 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.
- 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 to the SRF.
- The Logistics Cluster will confirm receipt of the SRF within 24 hours and either request additional clarification or documentation required; or will register the SRF as "New" in status. The user will get an automatic email notification with the consignment details and a 9-digit Tracking Code, which they can use to track the status of their cargo online using the following link: <https://rita.logcluster.org/public/track.htm>.
- Service Users must submit accurate cargo dimensions. If a requestor submits incorrect weights, volumes, quantities, or cargo contents through the SRF, cargo can and will be rejected at the warehouse level or at the pick-up time. For details on determining cargo dimensions, please consult this guide: [Finding Cargo Dimensions](#). To assist with calculating your dimensions, please reference the cargo dimension calculator: [Cargo Dimension Calculator](#).  
**NOTE:** At this point, no commitment has been made to provide the service as requested.
- The Logistics Cluster will review and accept or cancel the request according to the specific conditions of the common logistics services provided.
- After receiving confirmation from the Logistics Cluster that the request has been accepted, the requesting organization 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 organization 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 identify the arriving cargo quickly. However, if the agency is already using the Logistics Cluster transport services, providing these details will not be necessary, as the Logistics Cluster will already have them.
- Requesting organizations will bring their cargo to the Logistics Cluster warehouse at their own cost. The Logistics Cluster will arrange offloading and handling-in.
- In the event of cargo release, partners must submit a formal Release Order Form (ROF) online using the following link: <https://rita.logcluster.org/public/track.htm>. 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 organization.
- Further inquiries regarding the consignment information should be sent to [syria.clustercargo@wfp.org](mailto:syria.clustercargo@wfp.org).

### Mobile Storage Unit (MSU) Loan

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- The logistics cluster is offering Mobile Storage Units (MSUs) on loan to organizations that require additional storage space for humanitarian cargo, in locations where shared storage facilities are not needed.

<https://logcluster.org/en/ops/syr12a>

- MSUs will be made available on a free-to-user basis, first come, first serve basis.
- MSUs will be provided, subject to availability and upon completion of the process described below, and only for a limited time.

### How to Access Mobile Storage Units

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- Service users are required to submit an email to [syria.clustercargo@wfp.org](mailto:syria.clustercargo@wfp.org) keeping in copy [ayad.naman@wfp.org](mailto:ayad.naman@wfp.org) and [najd.alchaar@wfp.org](mailto:najd.alchaar@wfp.org) requesting a loan of an MSU and providing justification of need:
  - Challenges faced in renting a warehouse
  - Expected use of the MSU
  - Location and GPS Coordinates
  - Duration of the loan
- The request will be reviewed, and the Logistics Cluster will respond to the Service User within 48 hours, indicating whether the request can be accepted (with an explanation should the request be rejected) and whether MSU(s) are available.
- Should the request be accepted, the Logistics Cluster will share the MSU Loan Form with the Service User.
- The Service User will be required to complete the MSU Loan Form and return it to the Logistics cluster focal points (to [ayad.naman@wfp.org](mailto:ayad.naman@wfp.org) keeping in copy [najd.alchaar@wfp.org](mailto:najd.alchaar@wfp.org)) within 5 working days
- The Service User must provide the following along with the MSU Loan Form:
  - A specific address and GPS coordinates for the location where the MSU will be set up.
  - Images of the site showing the area where the MSU will be installed.
  - Proof of necessary permissions from local authorities and/or the landowner to use the location as intended.
- Alongside the MSU Loan Form, the Service User must specify:
  - If Logistics Cluster assistance is required to set up the MSU.
- Once all documents and notifications listed above are received, the Logistics Cluster focal points will confirm to the Service User:
  - The availability and size of the MSU to be loaned.
  - The availability of WFP staff to set up the MSU (if requested and as funding allows).
- Upon confirmation from WFP, the Logistics Cluster, and the Service User that an agreement has been reached, the MSU Loan Agreement will be sent for review signature from WFP to the Service User.
- Upon handover of the MSU to the Service User (at the time of its collection from WFP-Logistics Cluster), the Service User must certify receipt of the MSU by signing the appropriate documentation (e.g., GRN in cases of pick up from WFP-Logistics Cluster).
- At least one month before the expiry date of the MSU Loan Agreement, the Service User will notify Logistics Cluster focal points of their intention to request an extension of the agreement or of their intent to let the agreement expire – for the Logistics Cluster to arrange for the dismantling and collection of the MSU from the building site.
- Should the Service User wish to request an extension of the MSU Loan Agreement, the Service User must complete a new MSU Loan Form and submit it via email (to [ayad.naman@wfp.org](mailto:ayad.naman@wfp.org) and in copy [najd.alchaar@wfp.org](mailto:najd.alchaar@wfp.org)).
- The Logistics Cluster focal points will notify the Service User within three days if the extension is granted.

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## LIMITATIONS AND CONDITIONS OF SERVICES

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- **Eligibility:** Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Syria are eligible to use these services (“Service Users”).
- **Liability:** The Logistics Cluster (WFP) is not responsible for any loss or damage to goods in transit or storage. Service Users must ensure that adequate insurance is in place for their own cargo.
- **Service Availability:** All services are subject to resource availability and field conditions. The Logistics Cluster reserves the right to cancel or delay services as necessary.
- **Request Actionability:** Unapproved requests will not be processed and will be returned to the sender.
- **Oversized and Special Cargo:** Oversized and special cargo (e.g. mattresses) will be handled based on available capacity. Consult with the Logistics Cluster before submitting SRFs for such items.
- **Dangerous Goods ([Guideline](#)):** Only accepted on a case-by-case basis with [Safety Data Sheet \(SDS/MSDS\)](#) and the corresponding UN ID attached to the SRF. Refer to [DG Lookup Tool](#), and consult the Logistics Cluster before submitting the request.
- **Dual use and Communications Equipment:** The ability to store dual use or communications equipment (radios, satellite phones) will be evaluated on case-by-case basis.
- The point of contact for Syria inquiries related to Road/Air/Sea Transport and Temporary Storage services is: [syria.clustercargo@wfp.org](mailto:syria.clustercargo@wfp.org).

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## CARGO PACKAGING REQUIREMENTS

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- Requesting organizations 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 organizations.
- 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 SOP.