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## GENERAL OVERVIEW

This document provides an overview of the logistics services made available through the Myanmar Logistics Cluster. This document is updated regularly depending on field conditions; it is the responsibility of service requestors to check the latest version of the document before submitting their requests. The Logistics Cluster and all agencies providing services for the Logistic Cluster 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 Myanmar. 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.

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## KEY NOTES TO USERS

1. 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.
2. Requestors should attach as much relevant and required documentation to online SRFs at the time of submission.
3. Any communication, request for information, and all documentation related to service requests **not** attached to the originally submitted online SRF should be sent to [Myanmar.ClusterCargo@wfp.org](mailto:Myanmar.ClusterCargo@wfp.org)
4. A single SRF can be used for multiple services (storage and transport). However, a single SRF should only be submitted for a single consignment.
5. Services will be provided, pending the conditions of security and access.
6. 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.
7. Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) are eligible to use these services ("Service Users").
8. Insurance for all cargo stored or transported will remain the responsibility of the Service User in all cases.
9. 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.
10. Pending funding availability, services will be provided at no cost to the user.

The following services will be made available to the humanitarian community and may be reviewed based on the operational context, previously identified common gaps, access and security constraints, and availability of resources.

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## OVERVIEW OF SERVICES

### Temporary Storage Services

- Storage services are currently available in the following locations:

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Installation Name	Type	Area	Storage Capacity
Mandalay Logistics Cluster Warehouse	Dry storage, temperature controlled	Mandalay	1,500 pallet positions / 1,000 square meters
Yangon Logistics Cluster Warehouse	Dry storage, consolidation only	Yangon	1,500 pallet positions / 1,000 square meters
Taunggyi Logistics Cluster Warehouse	Dry storage, consolidation only	Taunggyi	25 pallet positions / 30 square meters

- Storage in Yangon will be for consolidation purposes only, and cargo should not be stored for more than **seven days** prior to participation in Logistics Cluster facilitated transport.
- Storage in Mandalay and Taunggyi will be provided for up to **two weeks**. Exceptional storage needs will be addressed on a case-by-case basis.

### Temporary Transport Services

The Logistics Cluster is **not planning** to establish regular transport services. Transport services can be discussed on a case-by-case basis. Cargo movement will be contingent on security and availability of resources.

For inquiries related to transport services, please contact us at:

[Myanmar.ClusterCargo@wfp.org](mailto:Myanmar.ClusterCargo@wfp.org)

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### REQUESTING SERVICES

- Service users are required to submit a Logistics Cluster Service Request Form (SRF) by filling the [online Service Request Form \(SRF\)](#). SRFs must be submitted **a minimum of 4 days** before cargo delivery at the consolidation/common storage warehouse facility. Partners are asked to submit requests as soon as possible, indicating the estimated cargo arrival date and notifying the Logistics Cluster Team via [Myanmar.clustercargo@wfp.org](mailto:Myanmar.clustercargo@wfp.org) as soon as the cargo is dimensions are known.
- NOTE: An accepted SRF **does not mean that all cargo contained in the SRF will be accepted at the same time!** An accepted SRF means that the cargo falls in line with the Logistics Cluster accepted Concept of Operations and that the user is in line with the Logistics Cluster terms of service. Actual items/volumes and quantities to be stored or transported will be coordinated with the Service User after acceptance.
- 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 either the warehouse level or at the time of pick up. For details on how to determine cargo dimensions, [please consult this guide](#). To assist with calculate your dimensions, please reference [the cargo dimension calculator](#).
- Once the SRF online 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.
- A single SRF for the Temporary Storage or Pick-up and Transport Services have only:



- One location *where* the cargo will be handed over for service(s) to start (in the “FROM” field)
- One date *when* cargo will be handed over for service(s) (in the “DATE READY FOR MOVEMENT” field)
- One location *where* the cargo will be handed back when service(s) to end (in the “TO” field)

**NOTE: General instructions for completing the SRF can be found at:**

[Logistics Cluster Online SRF instructions](#)

- All service users are encouraged to provide their organisation’s PO Number(s) or any other internal reference number for the cargo (in the “Owner Reference” field) to facilitate the tracking of their goods.
- The Logistics Cluster will send an automatic notification email to confirm the reception of the SRF and will either:
  - Request additional clarification or documentation required.
  - Send a notification email with the Consignment details and 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 and accept or cancel the request according to the specific conditions of the common logistics services provided.
- The Service User can track the status of cargo by using the [online tracking system](#) with the tracking number provided by the Logistics Cluster.

**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. All stored cargo items can only be held for a **maximum of seven days** on Yangon and **two weeks in** Mandalay and Taunggyi. SRFs submitted for storage in **Mandalay and Taunggyi** longer than the two-week period will be considered on a case-by-case basis; however, the Logistics Cluster reserves the right to decline request for long term cargo.
- Once delivery details have been agreed upon, the requesting organisation should work with the Logistics Cluster to establish the date and time of the cargo arrival at the warehouse; contact details and locations for the warehouse will be provided once delivery is confirmed.
- The requesting agency will need to schedule any vehicle picking up dropping off cargo at **least 24 hours** in advance. The requestor should also provide the following information about the persons/vehicles picking cargo up or dropping cargo off:
  - Chassis / plates.
  - Driver names, contact details of the driver (phone numbers).
  - Dates of arrival of each vehicle.
  - Additional details may be asked or required.
- The current operating hours for the facility are:

Day of the Week	Hours of Operation	No Cargo Loading/Offloading After
Monday – Friday	8:00 AM to 5:00 PM	3:00 PM

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Saturday	8:00 AM to 1:00 PM	11:00 AM
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- If Cargo arriving to the WFP warehouse is palletized, please see recommendations below:
  - Pallets cannot be more than 1.6 meters in height.
  - Pallets cannot weigh more than 700 kilograms.
  - Pallets must be properly wrapped and braced.
  - Pallets can be a maximum of [North American Standard in width and length](#) (1.02 meter by 1.22 meter).
  - Pallets must be properly marked with the cargo owner, the cargo recipient, and the consignment number. Where possible, pallets should be properly labelled with the system generated QR Code that is provided once cargo has been accepted.
  - Further details on proper palletization [can be found here](#).
- Special oversized cargo (such as mattresses) may be considered on a case-by-case basis, however, please enquire in advance of submitting the SRF.
- At the time of submitting the request for storage, senders should indicate the number of incoming pallets.
- 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 will 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).
- Partners will not be allowed to access cargo in the warehouse once it has been received, unless extraordinary circumstances require it. Any access to the warehouse will require an approved request **48 hours in advance**, and additional explanation and documentation may be required.
- If any line item in a storage request contains [Dangerous Goods](#) (DG), the appropriate [Safety Data Sheet \(SDS/MSDS\)](#) must be attached to the SRF, and the appropriate UN ID must be included in the SRF. SRFs may be rejected if SDS cannot be provided, or if the DG item is deemed inappropriate for the storage location. If you are unsure if your cargo is DG, please reference the [DG Lookup Tool](#).
- Any line item that is considered a pharmaceutical product with temperature ranges must be clearly indicated in the SRF.

In order to release cargo from the warehouse the partner needs to:

- Submit a formal Release Order Form (ROF), either using [the online ROF](#). 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 pick-up must respect the working days and hours of the warehouse.



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### **LIMITATIONS AND CONDITIONS OF SERVICES**

- 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 Inter-Cluster Coordination Group.
- The point of contact for Myanmar inquiries related to the common logistics services described in this document is: [Myanmar.ClusterCargo@wfp.org](mailto:Myanmar.ClusterCargo@wfp.org)

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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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### **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.