Quick Guide of UNHAS South Sudan Service

- All passengers and excess luggage bookings to be submitted to UNHAS.SouthSudan@wfp.org, unless the focal point is available in the fields and agreed as per the MOU to submit it to the field office.

- Passengers are allowed to carry 20 Kgs + 5 kgs of hand luggage; we take the total weight of all luggage at the time of check in.

- Passengers can book an extra of 25kgs (total of 50kgs per passengers) of cloths, food and personal items only (as per the same deadlines of passengers booking deadlines); a ticket is sent out with the passengers ticket. No ticket at the time of check in then we do not accept the extra luggage.

- Cargo bookings out of Juba to be addressed to James.Sube@wfp.org – copying UNHAS.SouthSudan@wfp.org. Cargo need to be dropped to UNHAS office 3-2 days in advance along with the booking form.

- Cargo receiving hours in Juba Office are from Monday to Friday between 10:00 and 16:00.

- Deadline for booking and cancellation is as per the timing stipulated in the UNHAS Schedule.

- Our flights are subject to daily security clearance; especially volatile locations like Bor, Malakal, Rubkona/Bentiu…etc.

- All Governmental Officials travelling under the sponsor of NGOs / Agencies should be booked with endorsement of South Sudan Relief and Rehabilitation Commission (SSRRC).

- All Senior Governmental Officials travelling under the sponsor of NGOs / Agencies should be booked with endorsement of Ministry of Gender, Child, Social Welfare, Humanitarian Affairs & Disaster Management (MHADM)

- Passengers travelling under an agency need to have Agency ID card; in case the passenger does not have an ID an introduction letter (forms can be provided) need to be presented at the time of booking confirming the nature of the travel.
  - The same introduction letter needs to be presented at the time of check in along a Picture ID (Passport, National ID).
  - In case the passenger does not have a Picture ID; the introduction letter need to be submitted with a photo of the passenger.
Quick Guide of UNHAS South Sudan Service

• UNHAS is limited to humanitarian workers and/or activities. This does not include family and/or dependants (that includes children between 2 years and 18 years old). Nevertheless, due to the current situation; we are accepting family members and children as per the below guidelines:
  o Family members of the staff of the agency, travelling for Security Reasons, need to be booked with the signature of the head of the agency only.
  o Children (not related to agency staff) to be reunified with their families has to be booked with UNICEF endorsement.
  o Adults (not related to agency staff) to be reunified with their families has to be booked with UNHCR endorsement.

• We stay flexible to fly to new destination(s), subject to consideration the operational constrains, if the need arise for the service; requests by agencies to be discussed in the User Group Meetings.

• We have the capacity to offer charter flights for both Passengers and Cargo; subject to availability of our air assets on the required date and aircraft capacity. Requests to be sent to UNHAS.SouthSudan@wfp.org and we will address them accordingly.

• We have a mailing list of all our users that is used for our Daily Flight Schedule and announcements; if you are not receiving such info, pls ask them to send the e-mail address to UNHAS.SouthSudan@wfp.org to add you to our mailing list.

• UNHAS Booking Office Working Hours:
  o Mondays to Fridays from 08:30 to 17:00
  o Saturdays from 09:00 to 13:00

• UNHAS Bookings contact details:
  o Unhas.southsudan@wfp.org
  o +211 922 465 575
UNHAS FINANCE PROCEDURES

- Cheque Payments are received Monday to Friday from 8:30am to 12:30pm, in order to bank them the same day. Customer accounts will be credited after the cheques have been cleared by our bank.

- Cash deposits and Transfers: request the bank to enter sufficient description of the transactions such as:
  - Cheque number
  - Agency Name or Customer Name
  - Any other relevant information to help us identify quickly the deposits.

- Please send the banking slip to UNHAS office to issue receipt and update your account.

- Customer statements will be available by the 6th of the following month. Statements will be sent out by email from the 6th of the following month and if the 15th of the month, you have not received your statement. Kindly send an email to: Desire.Mugisha@wfp.org

- Interim Statements, customers to make request from the 16th of the month.

- Refund claims should be received within 30 calendar days from receipt of statement and responses to be provided in 10 days of receipt. Claims received after 30 days from receipt of statement will not be entertained.

- Untimely or short notice when blocking of their accounts; the account balance limit has been set to US$ 1,000, an email will be sent to the customer and account will automatically be blocked without further notice.

- Users to ensure correct projections of passenger/cargo transport are done to ensure proper utilization of funds and avoid closure. The UNHAS schedules is so designed, so as to easily predict the costs of the sectors. Therefore, the User organizations can easily preempt the movement and ensure accounts are duly replenished.

- UNHAS Finance Office Working Hours:
  - Mondays to Thursdays from 8:30 to 17:00
  - Fridays from 8:30 to 14:00