



SOP - Cargo Booking and Handling Guidelines

1. Procedures to book cargo

- 1.1. Cargo reservation should be made by email to UNHAS at haiti.unhas@wfp.org using the Cargo Movement Request form (CMR). See attached Annex 8 - UNHAS Cargo Movement request form-. The CMR form must be completed by the user organization's focal point and submitted to UNHAS for screening.
- 1.2. UNHAS Haiti segregates its cargo request into 2 different cargo type: personal cargo (excess luggage), and regular or special cargo.

2. Personal Cargo

- 2.1. Maximum allowance for luggage is 20 kg per passenger, including carry-on baggage. For excess luggage, personal luggage weighing more than 20kg, passenger must request transportation of the item by submitting the cargo movement request form.
 - 2.1.1. Booking for personal cargo must be received at least 2 days before the flight.
 - 2.1.2. Confirmed personal cargo reservations is issued on a first come, first served basis as for passenger booking.
 - 2.1.3. Cargo request must mention the following information:
 - a. Exact weight, volume, dimensions,
 - b. type of packaging,
 - c. number of items and
 - d. contact details (of consignee and consignor)
 - 2.1.4. Cargo must be properly packed.
 - 2.1.5. Each piece of cargo must be labelled with the destination and the weight.
 - 2.1.6. Each piece of cargo cannot exceed 32kg.

3. Regular or Special Cargo

- 3.1. Item that is not personal in nature is either:
 - 3.1.1. regular cargo that can be transported on regular flight schedule
 - 3.1.2. special cargo that is transported on full cargo flight
- 3.2. Booking request for regular or special cargo can be submitted as early as 7 days in advance to allow proper planning and proper arrangement for cargo drop off.
- 3.3. For location where there is no airport, the requesting organization must arrange and confirm that ground security will be provided at landing, during ground time until take off.
- 3.4. In addition to Section 2.1.3, to ensure proper planning and delivery of regular or special cargo, the following must be met:
 - 3.4.1. Upon reception of booking request, UNHAS will be in touch with the designated focal point or the requesting organization for the cargo for planning purposes regarding cargo type, destinations, security on ground and all-related information as well as advise if cargo movement requested has been cleared to be processed.
 - 3.4.2. When/if cargo is accepted to be transported by UHNAS, the requesting organization will be put in contact with the Fleet and Workshop manager of WFP Supply Chain and Logistics to arrange cargo drop off.



- 3.4.3. The requesting organization must provide the names, ID's of the driver(s) and helper(s) to grant them temporary access to the airport facilities for cargo delivery at the requested airport. See section 3.4.9.

One day prior the flight:

- 3.4.4. **Drop off cargo.** Upon acceptance of the CMR by UNHAS, the focal point of the organization in coordination with the Fleet and Workshop Manager of WFP Logistics should arrange for cargo drop off at WFP Warehouse one day prior the flight.
Fleet and Workshop Manager Tel: +509 47 31 23 84
Fleet and Workshop Assistant Tel: +509 36 64 61 94
Dropped off cargo at WFP warehouse must match the information on the CMR. Otherwise, the CMR must be resubmitted to reflect actual weight, volume and dimensions.
- 3.4.5. UNHAS must finalize the flight planning to issue the Cargo Manifest and send Flight confirmation to requesting organization. The Cargo Manifest must reflect the same information as the CMR.
- 3.4.6. **Flight confirmation.** UNHAS must communicate flight information including estimated time of departure (ETD) and estimated time of arrival (ETA) to the focal point of the requesting organization, who should ensure ground security at "airport" destination. See section 4 on Flight Confirmation.

Day of the flight:

- 3.4.7. The requesting organization must have a representative to assist with cargo handling at destination.
- 3.4.8. The requesting organization must provide 2 to 5 handlers to load and unload the cargo at destinations. The handlers must be at the airport before the arrival of the cargo from WFP warehouse.
- 3.4.9. Organization focal point in coordination with the Fleet and Workshop Manager at WFP must arrange for cargo to be at the Guy Malar Airport one hour and half before estimated departure time.
- 3.4.10. Flight Monitor must assist and verify that cargo being loaded meet the specifications provided and accepted by UNHAS as is on the Cargo manifest.
- 3.4.11. Total weight, volume, dimensions during loading should be the same as that recorded on the cargo manifest. Non-compliance to this requirement will lead to non-acceptance of the cargo and it will not be transported.
- 3.4.12. At destination, the requesting organization must be at the landing zone 20 minutes prior the flight arrival to avoid delays and staying too long on the ground. **The helicopter will not remain on the ground for more than 5 minutes if the requesting organization is not present with its handlers.** In which case, helicopter will return to main base with the cargo.
- 3.4.13. UNHAS Flight Monitor will communicate ETA to the focal point of the requesting organization to ensure final ground coordination.

4. Flight confirmation

Please refer to the User Guide (UNHAS SAOP) *para. Flight Confirmation*.