Quick USER Guide
Message From:

The Chief Air Transport Officer (CATO) of UNHAS-YEMEN

Dear Focal Point / all passengers eligible to travel on UNHAS,

Greetings!

After almost two years of operation to/from Sana’a airport, we have come through several incidents in all three destinations, we reviewed, searched and tracked all incidents and came up with some recommendations, which were shared previously with all focal points. Furthermore I personally thought to share my inputs and recommendations among all UNHAS passengers through their respected focal points, to help you plan your departure and arrival to Yemen. Bearing mind that you are traveling under less than ideal circumstances, and this affects everything from the airport staff you encounter to the facilities available to you, therefore;

Always Remember to

- Check with your focal point on night prior to departure, flight departure times are subject to change and are only confirmed a number of hours before the flight.
- Remain calm and patient at all points of the process and respect airport security, staff and flight personnel.
- Adhere to the guidelines of UNHAS inflight team, including on issues such as operating electronic equipment.

And Never

- Have any prohibited items in your possession including; alcohol, drugs. See attached Annex 1.
- Bring your Agency into disrepute through your actions or comments which can jeopardize the whole operations.

Departure from Djibouti

- The UNHAS flight takes off from Djibouti International Airport (commercial airport).
- You will be required to pay a US $30 exit tax, even if you are transiting passenger, having the exact amount is preferable to avoid delays.

Departure from Amman Marka Airport, Jordan

- UNHAS flights from Amman departs from Marka Airport, which is 40 minutes outside of the city.
- This is a private (non-commercial) airport and therefore subject to additional security measures.
- Be aware that your bags will be checked both by X-ray, and also manually by hand by Jordanian security personnel.
- On board UNHAS flights, you will be asked not to operate electronic devices (especially mobile phones).

Arrival in Sana’a

- Please remember you are entering an airport which is not operating under normal circumstances, this includes the staff and the system in place. Be respectful to all people you are interacting with, you represent your Agency and all humanitarian workers.
- Your passport may be taken for closer inspection – do not panic, this happens frequently. UNHAS staff will be present at the airport and the UNDP designated Protocol officer Mr. Rabea Al-Shaibani will be always at the airport to assist in resolving any issues can be contacted if needed at; rabea.shukri@undp.org and 00967 712 222 135.
- Your Agency’s designated driver will be waiting in the arrivals hall all UN staff will depart in convoy.

Finally I am pleased to present to you the Quick User guide to UNHAS-YEMEN Services, please go through it and implement all regulations and procedures to avoid any complication and problems that may occur during your flight.

UNHAS-YEMEN (CATO)

09APR17, Sana’a
QUICK USER GUIDE TO UNHAS-YEMEN SERVICES

To start using UNHAS – Yemen services and book a flight, please follow the below steps. All information will be made available on www.logcluster.org

➢ Register a Booking Focal Point

(1) Decide who within your organization will be the designated Focal Point (FP) for making bookings with UNHAS*.

(2) Send the FP’s full contact details including a FP assignment form (found on www.logcluster.org) to unhas.yemen@wfp.org to register as FP.

FP Assignment form should be signed by the organization’s CD and/or Representative and should be sent to UNHAS in PDF and Soft copy. Focal points can determine the eligibility of passengers, and be solely responsible for the contents of all booking forms forwarded by his/her organization. Furthermore, focal points e-mail addresses/signatures will be the only authorized source of booking.

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WFP - UNHAS Yemen
United Nations Humanitarian Air Service
Quick User Guide

Quick User Guide to UNHAS-Yemen Services

To start using UNHAS – Yemen services and book a flight, please follow the below steps. All information will be made available on www.logcluster.org

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WFP - UNHAS Yemen
United Nations Humanitarian Air Service
Focal Point Assignment Form

<table>
<thead>
<tr>
<th>Name of Organization [In Full]:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Number:</td>
</tr>
<tr>
<td>Contact Name:</td>
</tr>
</tbody>
</table>

Please provide names of focal point as well as an alternative in case of absence:

<table>
<thead>
<tr>
<th>Full Name of passengers booking focal point:</th>
<th>E-mail:</th>
<th>Cell/Phone:</th>
<th>Signature:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Name of Deputy Focal point:</td>
<td>E-mail:</td>
<td>Cell/Phone:</td>
<td>Signature:</td>
</tr>
<tr>
<td>Full Name of Alternate Focal point:</td>
<td>E-mail:</td>
<td>Cell/Phone:</td>
<td>Signature:</td>
</tr>
</tbody>
</table>

Full Name of Head of UN Agency/NGO Responsible (important): Signature:

Date & Stamp: E-mail Address:

* Pls. note that focal points will determine the eligibility of passengers, and be solely responsible for the contents of all booking forms forwarded by his/her organization. Furthermore, focal points e-mail addresses/signatures will be the only authorized source of booking.

* In the case an implementing partner/NGO is added or deleted, kindly inform WFP-UNHAS-Yemen.
```
Submit Authorized Passenger List (APL)

Each organization shall submit the Authorized Passenger List (APL). The APL serves to identify the staff who are eligible to use UNHAS service within the organization. The APL must be filled by the Organization’s FP, and all provided information should complete, accurate and correct, any incomplete information in the APL would be rejected.

The APL can be updated once a month only. The updated APL should be sent to UNHAS.YEMEN@WFP.ORG no later than the 05th day of the month, any submission after that will not be considered at all.

APL should be endorsed by Country Director or Rep of each organization, and submitted to UNHAS in soft and hard copies. Below image shows the APL frame.

Below documents are required to be submitted in soft copy (on CD) to be kept at UNHAS Data Base Centre (DBC)

<table>
<thead>
<tr>
<th>No.</th>
<th>Staff Member Required Documents</th>
<th>International Staff</th>
<th>National Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>National Passport</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>2</td>
<td>UNLP (If Applicable)</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>3</td>
<td>ID</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td>4</td>
<td>Yemen Resident Visa</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>5</td>
<td>Rules and Regulations MEMO signed by the Passenger</td>
<td>YES</td>
<td>YES</td>
</tr>
</tbody>
</table>

All above documents must be scanned and saved in coloured copy in (jpeg) format.

Mobile phone camera scan is not acceptable.

Once the above document submitted to UNHAS no need to send any document with the PMR.
Submit Passenger Movement Request (PMR)

(1) Go to the Logistics Cluster website (www.logcluster.org) and navigate to the “UNHAS – Yemen” operation.

(2) Download the following documents: “UNHAS Passenger Movement Request (PMR).

As below image.

- Make sure the passenger’s listed in the PMR is enlisted in the APL otherwise the request will be rejected.
- Fill in the required information in Capital letters.
- Use one form for each flight.
- PMR should be stamped and signed by one of the authorized personnel.
- PMR should be sent in PDF and soft copy to UNHAS.YEMEN@WFP.org
- Please send below documents every time you send a booking request:
  1. Singed and Stamped PMR.
  2. Entry visa to Yemen if it is the first entry to Yemen. (if applicable) original copy should be submitted to UNDP office in Yemen, Prior to flight arrival.
  3. Security approval for entry visa to Yemen. (if applicable)
  4. Entry visa to Jordan. (if applicable)
  5. Security approval for entry visa to Jordan. (if applicable)
  6. Health certificate for Jordan. (if applicable)

Any failure to submit any of above required document will result to reject the PMR and no booking will be made.
(3) After having all previously mentioned documents in place and based on the monthly flight Schedule, the FP can now submit a booking by sending a compiled documents with PMR to unhas.yemen@wfp.org.

The subject line must start with the intended flight date and the word (PMR) and the first name of the listed passenger(s) in the PMR check below example:

06JUN16 PMR MIKE, JOHNE, All in capital letters

Please send separate Email for each flight leg.
You can include up to three passengers in one PMR. More than three passengers will require a prior approval from the Chief Air Transport Officer CATO.

(4) Any booking request will be processed in the booking system within maximum time of (24 hours) the FP will receive a consideration email and a copy of the E-ticket.

(5) Booking Deadline, as UNHAS team needs to prepare for several documents in order to submit for flight clearance, therefore UNHAS shall close the flight manifest 72 hours prior to each flight/date, and any booking request received after the dead line will not be considered.

(6) Quota Limit
Quota limit is the maximum seats that can be allowed for one agency in one flight/leg, however this does not mean that UNHAS reserves this quota to each user per flight leg, UNHAS booking system is based on first-come-first-serve prioritization policy.
Please check below quota table:

<table>
<thead>
<tr>
<th>No.</th>
<th>Flight Route</th>
<th>Quota rate for each user</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DJIBOUTI-SANA’A</td>
<td>3 PASSENGERS</td>
</tr>
<tr>
<td>2</td>
<td>SANA’A-DJIBOUTI</td>
<td>3 PASSENGERS</td>
</tr>
<tr>
<td>3</td>
<td>SANA’A-ADJ (AMMAN)</td>
<td>2 PASSENGERS</td>
</tr>
<tr>
<td>4</td>
<td>ADJ (AMMAN)-SANA’A</td>
<td>2 PASSENGERS</td>
</tr>
<tr>
<td>5</td>
<td>DJIBOUTI-ADEN</td>
<td>3 PASSENGERS</td>
</tr>
<tr>
<td>6</td>
<td>ADEN-DJIBOUTI</td>
<td>3 PASSENGERS</td>
</tr>
</tbody>
</table>
(7) In case of **Cancellation** please send the same email which was sent previously to book the passenger, and add the **CANCEL** at the beginning of the text in the subject line.

(8) No-Show passenger is any passenger has a confirmed booking or a ticket and fails to board the flight, without any prior notice at least 12 hours prior to flight departure time.

> **Confirmation of seat on the flight**

(1) Due to the operational nature in Yemen, and to maintain a satisfactory standard of service, UNHAS will reject any booking request does not comply to previously requirements technically and/or administratively.

(2) The E-Ticket contains the estimated scheduled times of departure and arrival of the flight and these scheduled times are not confirmed*.

(3) Only the FP will receive the ticket and it will be his/her responsibility to distribute it onwards to the passenger.

*Final timings may differ from the times as indicated on the monthly Schedule and/or the E-ticket, due to operational reasons these times are always subject to window slot given by the KSA authorities through the de-confliction team 12 hours prior to flight/date, and then FPs will be updated the new confirmed times accordingly.

> **UNHAS Flight operation**

*UNHAS flies as below schedule on weekly bases:

<table>
<thead>
<tr>
<th>DAY</th>
<th>FROM</th>
<th>TO</th>
<th>TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUN</td>
<td>DJIBOUTI</td>
<td>SANA’A</td>
<td>DJIBOUTI</td>
</tr>
<tr>
<td>MON</td>
<td>DJIBOUTI</td>
<td>SANA’A</td>
<td>AMMAN</td>
</tr>
<tr>
<td>TUE</td>
<td>AMMAN</td>
<td>SANA’A</td>
<td>DJIBOUTI</td>
</tr>
<tr>
<td>WED</td>
<td>DJIBOUTI</td>
<td>SANA’A</td>
<td>AMMAN*</td>
</tr>
<tr>
<td>THU</td>
<td>AMMAN</td>
<td>SANA’A</td>
<td>DJIBOUTI</td>
</tr>
<tr>
<td>SAT</td>
<td>DJIBOUTI</td>
<td>ADEN</td>
<td>DJIBOUTI</td>
</tr>
</tbody>
</table>

(4) UNHAS lands in MARAKA airport not Amman Int’l Airport which means that all transiting passengers not holding UNLP may require transit visa (According to Passenger’s Nationality) to be obtained prior to the flight. (Yemeni Passport will require transit visa prior to arrival at Maraka Airport.

(5) Entry Visa to Yemen can be issued from Yemen Embassy Organizations’ FPs are to make sure & confirm that National Security approved the visa, and send the original copy to UNDP protocol officer prior to the flight/date.
(6) If any organization needs to use the VIP lounge at SAH airport the respective, FP should inform UNDP protocol officer & submit the airport authorities’ approval.

**Your Flight**

(1) Go to the check-in area at the airport of your departure two hours before the scheduled time of departure. Passengers are advised to be at the check-in area one and half hours before the scheduled time of departure to be able to compensate for irregularities.

(2) Show your E-Ticket as well as a valid organization ID and start check-in.

(3) Passengers will receive a boarding pass and afterwards proceed to pay the airport tax *(Applicable at Djibouti and Amman Airports)*. Passengers can then continue to do immigration formalities and await at departure terminal for boarding UNHAS aircraft.

(4) **UNHAS reserves the right to bump-off passengers and accept standbys in case passengers show up later than 00:45 before the scheduled time of departure.**

➤ **Baggage Allowance**

Each passenger is allowed to maximum of 20KGS as a checked-in baggage and one carryon bag not exceeding 05KGS.

However if a passenger has more than 20KGS for check-in the FP should send the CMR to request for extra weight prior to the flight/date.
Annex 1

Prohibited items on board UNHAS flights

Examples of items that cannot be carried on board UNHAS flights. Items that are a replica or imitations of these items are also prohibited, and may include but not limited to:

- Items and/or models similar to real antiques that may use for decoration
- Jambya real or fake
- Drugs and or any substances rather than medicines natural or manufactured in any form.
- GPS devices and any related equipment.
- All type of Cameras
- Box cutters
- Crampons
- Darts
- Drills
- Ice axes and ice picks
- Ice skates
- knives or knife-like (whether or not made of metal), including leather working knives
- Meat cleavers
- Metal cutlery
- Open/straight razors
- Rock climbing equipment such as pitons, hooks, hammers and bolts
- Saws
- Scalpels
- Screwdrivers, crowbars, hammers, pliers and wrenches
- Ski poles
- Utility knives
- Explosive flares in any form
- Smoke cartridges
- Aerosol containers, including spray paint
- Petrol and any other flammable liquid
- Fireworks
- Toy caps
- Letter openers
- Pointed metal scissors, manicure scissors and scissors with blades.
- Razor blades
- Hypodermic needles (without proof it is medically required)
- Explosives
- Compressed gases
- Poisons
- Lithium batteries
- Radioactive materials
- Strong acids
- Aerosols
- Flammable liquids
United Nations Humanitarian Air Services

To: All Users

From: Stephen Anderson
WFP CD

From: Jamie Mcgoldrick
Humanitarian Coordinator

Date: 28/02/2017

Dear All Users,

Reference to different passengers' behaviors reported recently during UNHAS flight in, Sana’a, Djibouti, and Marka-Amman, which reflect negatively on the flight operation and UNHAS staff, and can jeopardize the whole operation.

Therefore, all UNHAS passengers expected to adhere to below regulations during UNHAS flight:

- Respect UNHAS flight time and flight schedule changes.
- Never smuggle or carry illegal substances on board the flight.
- Passengers should show good behavior in airport towards all parties. (At the end all passengers represent their Agencies).
- Respect all airport rules and regulations in JIB / SAH / AMM.
- Always ask for UNHAS staff assistance and consult them for any ambiguous issues.

Always keep in mind that UNHAS flights operation is as much as any other airlines and should be treated accordingly, moreover please remember that we operate in an emergency situation, which requires all to be patience and show respect to all communicated parties in airports.

Any failure to comply with these regulations; UNHAS will ban the passenger to use the service.

WFP CD and the HC approved this document, with an immediate effect as of today 28 FEB 2017.

Kind Regards.
Annex 2

Booking Fees and Tariff

It was approved by the steering committee that all UNHAS flights to all Destinations from/to Sana’a airport will be free of charge, and all bookings requests are subject to $100 as booking fees to any destination that UNHAS serves, this fee is non-refundable whether the passenger utilizes the service or not. Any Additional charges including but not limited to (Passengers Airport Tax,) will be charged to Passengers’ organization.

This to be effective on 01 February 2017.

Please find below UNHAS Flight Tariff:

<table>
<thead>
<tr>
<th>No.</th>
<th>From</th>
<th>To</th>
<th>Tariff*</th>
<th>Additional Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AMMAN</td>
<td>SANA’A</td>
<td>$100</td>
<td>Airport Tax may be Applicable</td>
</tr>
<tr>
<td>2</td>
<td>SANA’A</td>
<td>AMMAN</td>
<td>$100</td>
<td>Airport Tax Applicable</td>
</tr>
<tr>
<td>3</td>
<td>DJIBOUTI</td>
<td>SANA’A</td>
<td>$100</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>SANA’A</td>
<td>DJIBOUTI</td>
<td>$100</td>
<td>Airport Tax Applicable</td>
</tr>
<tr>
<td>5</td>
<td>DJIBOUTI</td>
<td>ADEN</td>
<td>$100</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>ADEN</td>
<td>DJIBOUTI</td>
<td>$100</td>
<td>Airport Tax Applicable</td>
</tr>
</tbody>
</table>

*Booking fees
Annex 3

Entry Visa handling and preparation channels

Reference to the several late submission of entry visa original documents to concerned authorities at Sana’a Airport, prior to UNHAS flight arrival, which caused many problems to UNHAS flight and staff moreover it could jeopardize the whole operation as well.

Due to above, and in order to guarantee smooth operation, and to prevent any inconvenience situation to your passengers. All users are requested to deliver and submit all original entry visa and any related supporting documents, to UNDP Protocol Officer and Airport Focal Point: (Mr. Rabea Al-Shaibani) one day prior to the flight/date every time they have new staff coming to Yemen, and all focal point are encouraged to communicate with Mr. Rabea for any visa related issues.

Any failure to comply with this new procedure; UNHAS will directly deny to board the user’s passengers at origin’s airport (Djibouti or Marka – Amman)

This document is approved by, WFP CD and the HC.

and this document is effective as of today 12FEB2017.
Annex 4

No Show Penalty Fees

Reference to the last steering committee meeting held in Sana’a Dated on 15DEC 2016

All members agreed and endorsed that a penalty of \textbf{USD 250} Per passenger is to be introduced for No Show passenger.

Effective 01 January 2017.
# Annex 5

## Forms and Templates (1 of 6)

**WFP UNHAS YEMEN**

United Nations World Food Programme

Humanitarian Air Services

**E-mail**: UNHAS.YEMEN@WFP.ORG

**MEDICAL Evacuation Request / Authorization (MEDEVAC)**

<table>
<thead>
<tr>
<th>Requesting Organization</th>
<th>Requestor Name and Title</th>
<th>Name of Location to be Evacuated from</th>
<th>Number of Staff to be Evacuated</th>
</tr>
</thead>
</table>

Names and details of Evacuees as per attached Booking Form (List)  
(Kindly attach the passenger's Booking form)

I do confirm that information provided is true and correct to the best of my knowledge

Signature: ___________________________  
Stamp: ___________________________

**UN DOCTOR "FIT TO FLY" STATEMENT**

---

**Doctor's Name**:  
**Doctor Stamp**:  

**Clinic Name and Location**:  

---

**AFTER MISSION REPORT**

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**Pilot in Command:**

**Notes:**

1. UN agencies & INGO’s Staff who are involved in humanitarian activities in Yemen are eligible to use WFP/UNHAS services. However, it is worth clarifying that WFP/UNHAS aircrafts are not equipped as air ambulances. The current WFP/UNHAS chartered aircraft cannot accommodate a stretcher due to the design of the side wall on the aircraft. Removing seats will cause an alternation to the weight & balance according to the Aircraft Flight Manual.

   WFP/UNHAS can transport those passengers who can board the aircraft independently, and who are certified as fit to travel. However, the aircraft entry door is not suitable for patient(s) to enter the plane horizontally (i.e. on a stretcher).

   Beyond the normal WFP/UNHAS flight schedule organization requesting the MEDEVAC as special flight will be considered on full cost recovery basis (Route: Djibouti-Sana’a or Aden back to Djibouti).

   WFP/UNHAS flights are subject to receiving the operational window slot and landing permit.

2. Requesting Agency has to have their Staff being evacuated complying with the regulations and have all permits required by the Authorities.

3. Pilot in Command has the final non- questionable decision before, during and after the Evacuation regarding all aspects related to the operation of the aircraft.

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UNHAS Medical Evacuation form October 2015 Version 1
UNHAS Passengers’ Safety Rules & Regulations Memorandum

Dear UNHAS Passenger,

Kindly sign and send this rules and regulation memo and send to UNHAS.YEMEN@wfp.org along with the PMR.

Be informed that your booking will not be considered unless you sent this memo with the PMR.

- All passengers must follow immigration rules and regulations.
- All passengers should adhere to Safety rules and regulations on Board UNHAS flight.
- All passengers are not to carry any security/ICT related equipment, such as, PPEs, weapons/weapon holsters, VHF’s & Thurayas, GPS devices.
- All passengers should not carry antiques or any materials to be viewed as heritage related. If any materials were purchased, a receipt is required, Ministry of Antiquities approval and prior UNHAS notification is necessary.
- All passengers to not bring in any materials considered banned and/or suspicious.
- Passengers are subject to a random security check of accompanied luggage and unaccompanied cargo. Inspections will be carried out by local security staff members. In order to safeguard the safety and security of passengers, exceptions to the rule will not be accepted. Passengers who DO NOT co-operate will be denied access to UNHAS flight.
- Any passengers facing incidents at the airport due to negligence will no longer be allowed to use UNHAS services. As an accumulation of such incidents pose a great security risk on Aircraft Crew, other humanitarian staff and to UNHAS air operations.

Passenger Name: ________________________________

I have read and totally accept and understand that above rules and regulations are applicable on all UNHAS flights and effective everytime I fly with UNHAS.

Passenger Signature………………………………..

Date: ………………………………………………….
# WFP - UNHAS Yemen
## United Nations Humanitarian Air Service
### Quick User Guide

## Forms and Templates (3 of 6)

### Focal Point Assignment Form

**Name of Organization [In Full]:**

**Contact Number:**

**Contact Name:**

**PLEASE PROVIDE NAMES OF FOCAL POINT AS WELL AS AN ALTERNATIVE IN CASE OF ABSENCE**

<table>
<thead>
<tr>
<th>Name of passengers booking focal point</th>
<th>E-mail</th>
<th>Cell/Phone</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Full Name of Deputy Focal point</th>
<th>E-mail</th>
<th>Cell/Phone</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Full Name of Alternate Focal point</th>
<th>E-mail</th>
<th>Cell/Phone</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**FULL NAME OF HEAD OF UN Agency/NGO Responsible (IMPORTANT):**

**Signature:**

**Date & Stamp:**

**E-mail Address:**

---

* PLS. NOTE THAT FOCAL POINTS WILL DETERMINE THE ELIGIBILITY OF PASSENGERS, AND BE SOLELY RESPONSIBLE FOR THE CONTENTS OF ALL BOOKING FORMS FORWARD TO H/S ORGANIZATION/TP. FURTHERMORE, FOCAL POINTS E-MAIL ADDRESSES/SIGNATURES WILL BE THE ONLY AUTHORIZED SOURCE OF BOOKING.

* IN THE CASE AN IMPLEMENTING PARTNER/NGO IS ADDED OR DELETED, KINDLY INFORM WFP-UNHAS-YEMEN
## Forms and Templates (4 of 6)

### WFP - UNHAS Yemen

**United Nations Humanitarian Air Service**

**CARGO MOVEMENT REQUEST**

**INSTRUCTIONS FOR USE:** Please complete this form as fully as possible and attach a complete packing list as a supplement. The form and packing list may be sent electronically to the UNHAS. If there is insufficient space in the load Description area, please use additional forms - please do not add lines.

<table>
<thead>
<tr>
<th><a href="mailto:UNHAS.UYEMEN@WFP.ORG">UNHAS.UYEMEN@WFP.ORG</a></th>
<th>PRIORITY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>From</strong></td>
<td><strong>TO</strong></td>
</tr>
<tr>
<td><strong>Title</strong></td>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Tel/Sat. Phone</strong></td>
<td><strong>E-mail</strong></td>
</tr>
<tr>
<td><strong>CMR NO.</strong></td>
<td><strong>FLIGHT DATE</strong></td>
</tr>
</tbody>
</table>

If you need to request movement for more than 15 lines of commodities, please use several forms, do not add lines to this spreadsheet.

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Unit of Measure</th>
<th>Description of Items</th>
<th>Package Type</th>
<th>Package Qty</th>
<th>Number of Pallets</th>
<th>Total Gross Weight (kg)</th>
<th>Total Gross Volume (m³)</th>
<th>Org. Item Desc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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**TOTAL WEIGHT (Kg) / VOLUME (m³)**

**Be prepared to move the shipment to the loading point at short notice**

**Comments, Special information on cargo (Cold Chain) and Dangerous Goods**

Dangerous Goods (cargo for sea transport) will only be accepted when packaged and labelled according to IATA & operation regulations. The comments box above should list the UN ID number for any & all dangerous goods. Dangerous goods can include a wide variety of items; gases (such as compressed / flammable / non-flammable / refrigerated / poisonous), corrosives such as oils / acids / alkalies / wet batteries, flammable liquids & solids (fuel / heating oil / reactives / lighters), oxidizing materials (such as bleaching powder), explosives (such as ammunition / fireworks / flares), medical supplies (including oxygen / carbon dioxide & oxygen cylinders / hormones). If you are in any doubt about the nature of your cargo please consult with UNHAS Yemen staff.

**Notice:**
- All customs / government / taxation / transport issues should be carried out by the consignee and the consignee available at the departure location as requested by UNHAS Yemen at the respective loading location.
- Please note that WFP-UNHAS cannot hold liable for any damage or loss of any goods.

**WFP UNHAS will confirm your booking by return email/phone call/fix.**

**Note:**
- Any discrepancies will be noted at the time of booking.
- All details above must be correctly transcribed by all parties involved.

**Signature/Name (electronic): Agency/Organization Authorised Person:**

**Date:**

**Loading Point:**

**Conditions of service:**
- All cargo movement requests made with this CMR are subject to the following terms and conditions:
  - (a) When providing services under the SOPs, including the UNHAS, and any other parties involved act as agents for the Service Users. All contracts are entered into on behalf of the Service Users.
  - (b) UNHAS assumes no responsibility for any loss or damage to Goods carried or stored under the SOPs.
  - (c) Service Users are responsible for making adequate arrangements for the insurance of their goods.
  - (d) UNHAS undertakes the services in good faith and will ensure that the services are carried out with due diligence.

*This Cargo Movement Form is not a document of transport. It is issued for administrative convenience and is not intended to replace, substitute or supersede the transport document that may be issued in connection with any movement under the CMR.*
### Authorised Personnel List

<table>
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<th>No.</th>
<th>Gender</th>
<th>First Name</th>
<th>Last Name</th>
<th>Nationality</th>
<th>Passport No.</th>
<th>Passport Expiry Date</th>
<th>Position</th>
<th>Position Action</th>
<th>Agency or Organization</th>
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# Forms and Templates (6 of 6)

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<th>Passport No.</th>
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- Cargoes are subject to the liability rules and regulations of the International Convention.
- The filling of this form is at the risk of the person on whose behalf the form is filled in or whose signature is obtained.
- The person on whose behalf the form is filled in or whose signature is obtained is the representative of the signatory body or agency.
- The recipient is responsible for any loss or damage of the person named above.
- In accordance with UN security rules, all UN staff or UNHCR mission staff must apply for and receive security clearance prior to undertaking said work.

Authorized by CD, DCD or FP (pls. print the name):

Date:

Signature:
UNHAS FOCICAL POINT / EMAIL PHONE

UNHAS – SANA’A
Rashed Al-Saadi
    E-mail: rashed.alsaadi@wfp.org
    Mobile: 00967 735477740

UNHAS AMMAN
Bara’ al Abbadi
    E-mail: Bara.alabaddi@wfp.org
    Mobile: 00962 7 95971007

UNHAS- Djibouti
Alain Duriau
    E-mail : alain.duriau@wfp.org
    Mobile : 00253 77 22 41 21
Register FP with UNHAS

Submit Authorized Passenger List (APL)

Submit All Required Documents to UNHAS DBC

Submit the PMR to UNHAS

Receive Confirmation of Receipt & E-ticket

Go to Airport 2 Hours before Departure Time
Frequently Asked Questions (FAQ)

1. **Why should I assign focal point for booking with UNHAS?**
   The registered FP will be the only point of contact for making bookings with UNHAS Yemen. Passengers shall NOT book directly with UNHAS, instead they will always have to refer to their FP to make a booking on their behalf. The FP will be included on the UNHAS Yemen email distribution list, therefore they will receive all updates and flight schedules.

2. **Do I have to fill the APL at once and send it along with all listed staff documents?**
   Yes, all organizations are required to submit APLs with required documents to UNHAS in soft copy format on CD to UNHAS DBC.

3. **Is it mandatory to translate the position title into Arabic for each staff listed in the APL?**
   Yes, it is mandatory and required by the local authorities and Sana’a Int’l Airport.

4. **If I need to add staff to the APL which I have already delivered to UNHAS shall I submit the whole list again along with the documents?**
   You can only update the APL once a month and to be sent to UNHAS prior to the 05th day of the new month, after that date the APL will not be considered and UNHAS will still consider the last submitted APL, until next month. Once you submit the updated APL send the newly added staff documents only.

5. **With this new procedure do I have to send the PMR along with passenger’s document every time I send for booking?**
   No. with this new procedure you are required to send only the PMR form and applicable document i.e. original entry visa, security approval, health certificate, etc..

6. **Is there a dead line to submit the required APL with documents on CD to UNHAS DBC?**
   Yes, ten business days from the announcement date.

Wish you safe flight UNHAS Yemen