

### Standard Operating Procedures (SOPs) Transport and Temporary Storage

24 October 2018

#### OVERVIEW

This document provides an overview of the logistics services to be made available through World Food Programme (WFP) Common Services, how humanitarian actors responding to the humanitarian needs in Central Sulawesi, Indonesia 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 not available.

These services are planned to be available until 31 December 2018, 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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 Global Logistics Cluster Indonesia Operation web-page (<https://logcluster.org/ops/idn18a>) and shared via the mailing list.*

#### KEY NOTES TO USERS

- I. Any communications, requests, and **all documentation** related to these services should be sent to: [Indonesia.clustercargo@wfp.org](mailto:Indonesia.clustercargo@wfp.org).
- II. 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.
- III. Cargo requiring special handling must have its own SRF form. This is to ensure clarity in exactly which cargo requires specialised handling and movement.
- IV. The user should not request multiple services on one SRF. Storage and Transport service requests must be submitted on separate SRFs.
- V. Insurance for the cargo will remain the responsibility of the Service User in all cases.
- VI. Implementation of all services is dependent on the security situation; this will affect schedules and access.
- VII. Services will be provided in accordance with the priorities set by the Indonesian National Board for Disaster Management (BNPB). As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.
- VIII. Only Government of Indonesia national disaster management authorities and ministerial authorities, National and International Non-Governmental Organisations (NGOs), International Humanitarian Organisations and UN agencies operating in Indonesia are eligible to use these services (“Service Users”).

# Indonesia – WFP Common Services

## Sulawesi Earthquake and Tsunami

### OVERVIEW OF SERVICES

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#### INDONESIA

- Temporary Storage
- Road Transport

### TEMPORARY STORAGE SERVICES

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- WFP Common Services is making warehouse space available - on a **free-to-user basis** - to humanitarian organisations for cargo storage (including handling in/out). Currently warehouse space is available in:
  - Palu - WFP Garuda warehouse

**NOTE:** Other locations for storage space will be considered based on needs and on a case-by-case basis.

1. Temporary storage will be provided for humanitarian organisations, subject to availability, in a common area.
2. All storage space provided is temporary and for a period of up to 30 days. The storage space available and the time it is made available may change according to level of usage.
3. Service Users should check availability of storage a minimum of 24 hours in advance by sending an email to [indonesia.clustercargo@wfp.org](mailto:indonesia.clustercargo@wfp.org).
4. Service Users are responsible for ensuring the removal of their cargo within 30 days.
5. If additional time is required for storage usage, the Service User must inform WFP Common Services of such requirements prior to the specified date agreed upon.

**NOTE:** Additional storage time will be subject to availability and at the discretion of WFP Common Services.

### HOW TO ACCESS THE TEMPORARY STORAGE SERVICES

- Service Users are required to submit a completed WFP Common Services Request Form (SRF). The SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: [indonesia.clustercargo@wfp.org](mailto:indonesia.clustercargo@wfp.org). Emails sent from a known user will be considered as being signed by the sending agency. The SRF must be submitted 24 hours in advance or by 18:00 of the previous day at the latest before cargo can be delivered to the storage facility.
  - A single SRF for the Temporary Storage Service can have only:
    - One location *where* the cargo will be handed over for service(s) to begin (in the “FROM” field)
    - One date *when* cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field)
    - One location where the cargo will be handed back when service(s) end (in the “TO” field)
- NOTE: General instructions for completing the SRF can be found at:**  
[https://logcluster.org/sites/default/files/wfp-cs\\_srf-user\\_instructions\\_idn\\_181024.pdf](https://logcluster.org/sites/default/files/wfp-cs_srf-user_instructions_idn_181024.pdf)
- All Service Users should provide their organisations Purchase Order 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 with the SRF.

<https://logcluster.org/ops/idn18a>

# Indonesia – WFP Common Services

## Sulawesi Earthquake and Tsunami

- WFP Common Services will confirm receipt of the SRF within 24 hours and will either request additional clarification or documentation required or, will register the SRF as “New” in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User.

**NOTE: At this point no commitment has been made to provide the service as requested.**

- WFP Common Services will review all “New” SRFs within 24 hours and will either request additional clarification or documentation, will accept the SRF, or will communicate the reason why the service cannot be provided at this time and give the Service User the option to cancel or place the SRF on hold.
- After receiving confirmation from WFP Common Services that the request has been accepted, the requesting organisation should inform WFP Common Services 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 WFP Common Services contact person to enable the trucks with cargo to be guided to the WFP Common Services warehouse.
- The requesting organisation should also provide WFP Common Services 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 WFP Common Services to easily identify the arriving cargo. However, if the agency is already using WFP Common Services transport services, it will not be necessary to provide these details as WFP Common Services will already have them.
- Requesting organisations will bring their cargo to WFP Common Storage warehouse at their own cost (unless they are using WFP Common Services transportation). Offloading and handling-in will be arranged by WFP.
- WFP Common Services will confirm receipt of the cargo in the warehouse by updating the cargo tracking system.
- Cargo will not be released from the warehouse unless WFP Common Services either receives a signed Release Order Form (ROF) from the consignor organisation or a scanned copy attached to email from a known agency contact or implementing partner.
- 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. WFP Common Services will arrange handling-out and will confirm release of the cargo to the receiving organisation.
- All enquiries on the status of cargo should be checked online using the tracking number: <https://rita.logcluster.org/public/track.htm>
- Further inquiries regarding the consignment information should be sent to: [Indonesia.clustercargo@wfp.org](mailto:Indonesia.clustercargo@wfp.org)

The above process is summarised in the flowchart in **Annex 1**.

# Indonesia – WFP Common Services

## Sulawesi Earthquake and Tsunami

### ROAD TRANSPORT

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- Road transport from Palu to the affected areas of Dongalla, Parigi and Sigi districts or within Palu town is provided on a **free-to-user** basis.
1. Organisations will be responsible for insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organisation.
  2. Services will be planned based on the availability of transport capacity, access, security and permissions. Service users are expected to provide facilitation letters when requesting common transport.
  3. Transport can be requested for cargo in WFP Common Services storage facilities in Palu: the Service User may also request collection of their cargo from their own warehouse facility or of a commercial service provider acting on their behalf.
  4. Service Users requesting collection of their cargo from their warehouse, or the warehouse of a commercial service provider acting on their behalf, will be responsible to arrange for loading.
  5. All Service Users will be responsible to arrange for unloading at all delivery locations; except in cases where the cargo is received into a WFP Common Services storage facility [see above *TEMPORARY STORAGE SERVICES*]

### HOW TO ACCESS THE ROAD TRANSPORT SERVICES

- Service Users are required to submit a completed WFP Common Services Service Request Form (SRF), the SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: [Indonesia.clustercargo@wfp.org](mailto:Indonesia.clustercargo@wfp.org), emails sent from a known user will be considered as being signed by the sending agency. SRF must be submitted 24 hours in advance or by 18:00 of the previous day at the latest before the cargo can be loaded.
- A single SRF for the Road Transport Service can have only:
  - One location *where* the cargo will be handed over for service(s) to begin (in the “FROM” field)
  - One date *when* cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field)
  - One location where the cargo will be handed back when service(s) end (in the “TO” field)

**NOTE: General instructions for completing the SRF can be found at:**  
[https://logcluster.org/sites/default/files/wfp-cs\\_srf-user\\_instructions\\_idn\\_181024.pdf](https://logcluster.org/sites/default/files/wfp-cs_srf-user_instructions_idn_181024.pdf)
- Service Users requesting collection of their cargo from the warehouse of their Clearing and 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 with the SRF.
- WFP Common Services will confirm receipt of the SRF within 24 hours and will either request additional clarification or documentation required or will register the SRF as “New” in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User. All enquiries on the status of cargo should be checked online using the tracking number: <https://rita.logcluster.org/public/track.htm>
- **NOTE: At this point no commitment has been made to provide the service as requested.**
- WFP Common Services will review all “New” SRFs within 24 hours and will either request additional clarification or documentation; will accept the SRF; or will communicate the reason why the service cannot be provided at this time and give the Service User the option to cancel or place the SRF on hold.

# Indonesia – WFP Common Services

## Sulawesi Earthquake and Tsunami

- Please note that this is a transport-only service. Insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organisation
- The requesting organisation is responsible for loading of the trucks at the point of origin (if this is NOT a WFP Common Storage warehouse). The requesting organisation is also obliged to provide the shipping documentation to the truck drivers.
- WFP Common Services may transport items from its common warehousing locations, using WFP waybills.
- WFP Common Services will confirm the time and pickup of the cargo, once trucks have been confirmed.
- WFP Common Services will transport the cargo and keep the organisation informed regarding its progress.
- When the cargo arrives at the final destination, the receiving organisation should arrange offloading.
- The sending organisation, or the designated consignee, should confirm receipt through signing the waybill, which accompanies the cargo.
- Further inquiries regarding the consignment information should be sent to: [indonesia.clustercargo@wfp.org](mailto:indonesia.clustercargo@wfp.org)

The above process is summarised in the flowchart in **Annex 2**.

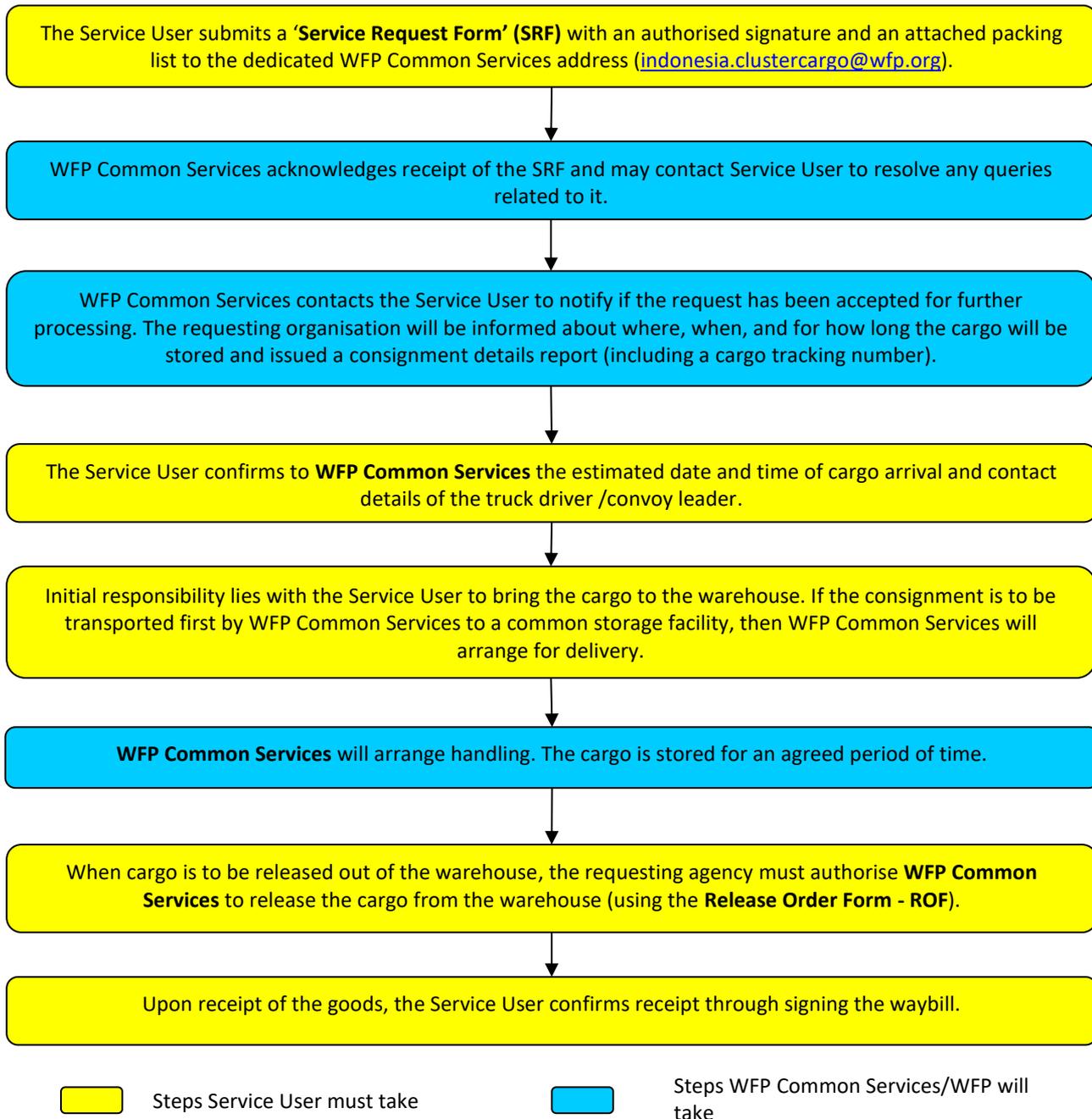
# Indonesia – WFP Common Services

Sulawesi Earthquake and Tsunami

## ANNEX 1

### Storage Flowchart

A simplified summary of the usual steps involved in storage services is given in the flow chart below:



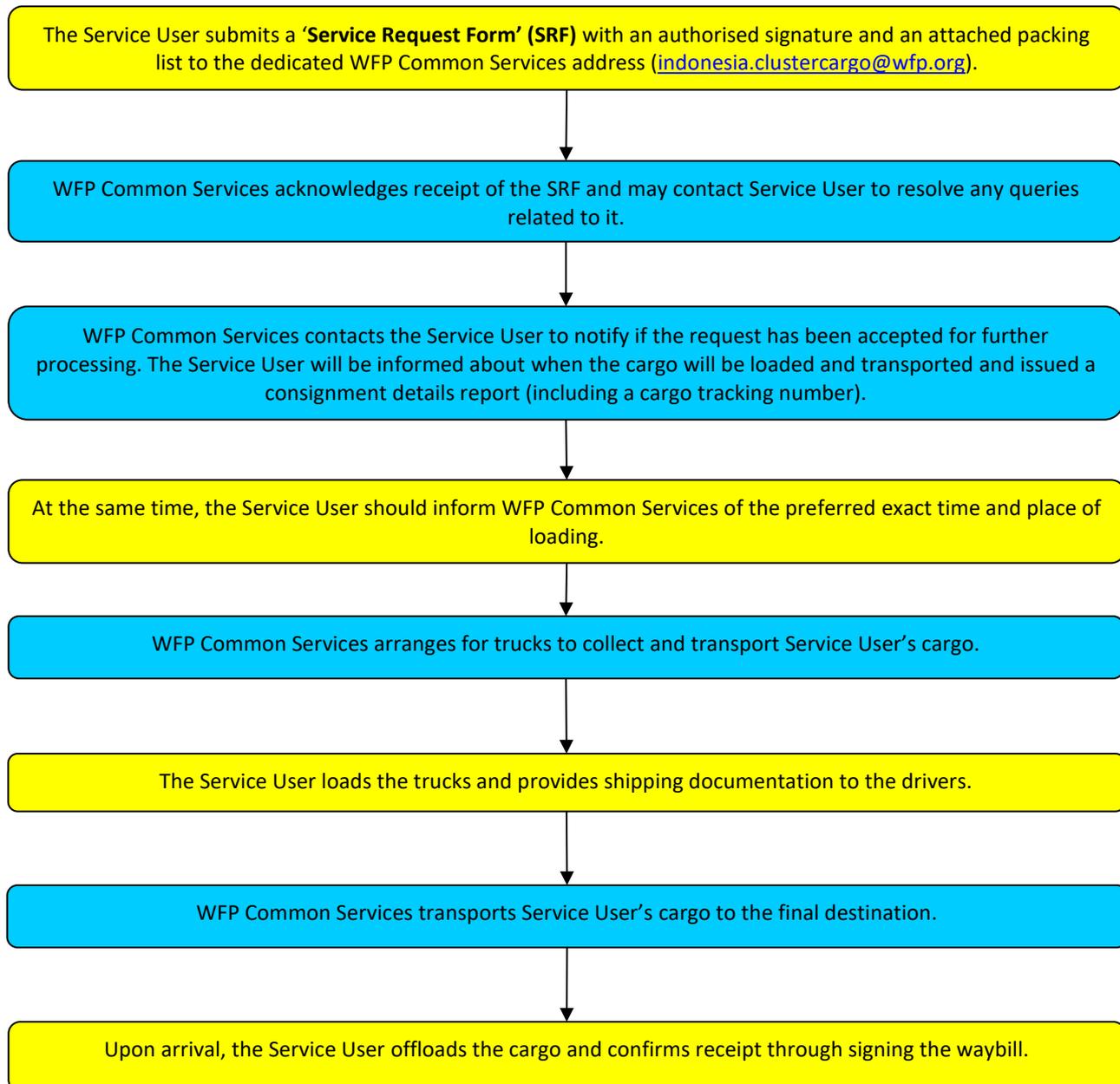
# Indonesia – WFP Common Services

Sulawesi Earthquake and Tsunami

## ANNEX 2

### Road Transport Flowchart

A simplified summary of the usual steps involved in transport services is given in the flow chart below:



Steps Service User must take



Steps WFP Common Services/WFP will take

# Indonesia – WFP Common Services

## Sulawesi Earthquake and Tsunami

### LIMITATIONS AND CONDITIONS OF SERVICES

- Only Government of Indonesia national disaster management authorities and ministerial authorities, National and International Non-Governmental Organisations (NGOs), International Humanitarian Organisations and UN agencies operating in Indonesia are eligible to use these services (“Service Users”).
- When providing services under these SOPs, WFP acts as an agent for Service Users/requesting organisations. WFP assumes no responsibility for storage or transportation and/or any loss or damage to the goods carried. 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 Government of Indonesia through BNPB.
- The point of contact for Indonesia inquiries related to **Road Transport and Temporary Storage services** is: [indonesia.clustercargo@wfp.org](mailto:indonesia.clustercargo@wfp.org).

### CARGO PACKAGING REQUIREMENTS

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- Requesting organisations 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. WFP Common Services 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 organisations.
- Organisations delivering relief cargo to logistics hubs for temporary storage need to provide full details of the consignment and necessary documentation as detailed in the specific in-country SOPs.
- For transport requests, the final consignee, the destination and contacts must be clearly indicated on the cargo and in the request, as well as any special cargo handling requirements.

### LARGE AND OVER-SIZED ITEMS

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- Large, long, over-sized, etc. items will be handled according to available capacity.

### HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

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- WFP Common Services can accept hazardous goods for transportation on a case-by-case basis. Consultation with WFP Common Services is required before submitting a SRF.
- WFP Common Services does not usually offer temperature-controlled transport or storage.