

Standard Operating Procedures (SOPs)
Warehousing, Transport & Logistics Services
February 2015

This document provides an overview of how to access the logistics services offered by the Logistics Cluster to all humanitarian actors responding to the Floods in Mozambique.

These Standard Operating Procedures (SOPs) specify the services to be provided by the Logistics Cluster, through WFP Logistics, in its capacity as global lead of the Logistics Cluster, how to access services, and the conditions under which the services will be provided.

The objective of the services provided by the Logistics Cluster is to ensure that humanitarian actors (“Organisations”) are not faced with interruption in their supply chain while responding in emergency operations. In this regard, the Logistics Cluster, under this SOP, will provide efficient and coordinated storage and transport services. The services provided by the Logistics Cluster under this SOP are not intended to replace the logistics capacity of other organisations, or to compete with commercial markets in country.

Services provided under the SOP may be withdrawn at any time in part or in full, for any of the following reasons:

- Change in the situation where the service is provided;
- If there is no longer a perceived need for cargo prioritisation, facilitation or/and coordination;
- Funding constraints.

This document will be updated as the situation evolves and operational requirements develop. Updated versions will be sent to the User Group via email.

KEY NOTES TO USERS REGARDING SERVICE REQUESTS FORMS (SRFs)

- There should only be one SRF per location of origin and destination, and the user should not include multiple pick up locations or multiple destinations on one SRF.
- Cargo requiring special handling must have its own SRF form. This is to ensure clarity in exactly which cargo requires specialized handling and movement.
- The user should not request multiple services on one SRF. Storage and Transport service requests must be submitted on separate SRFs.

STORAGE SERVICES

The Logistics Cluster will provide, subject to availability, storage space in a common area to humanitarian organisations for cargo storage on a free to user basis.

Currently, warehouse space is available in:

- Quelimane
- Mocuba
- Nicoadala
- Caia

All storage space provided is temporary and for a specified time period. The storage space available and the time it is made available may change according to level of usage.

Organisations making use of the storage service are responsible for ensuring the removal of their cargo prior to or on the date of the specified time agreed upon.

In the event that additional time is required for storage usage, the Organisation must inform the Logistics Cluster of such requirements prior to the lapse of the already agreed specified date. Additional storage time will be subject to availability and at the discretion of the Logistics Cluster.

Procedure for Requesting Storage Services

The Organisation requesting storage services is required to submit a Service Request Form (SRF) (Annex 1) to the following Logistics Cluster e-mail address: mozambique.cargo@logcluster.org. The SRF is available at <http://www.logcluster.org/ops/moz15a>. Please be advised that the formatting of the SRF may not be altered.

- The information provided on the SRF must specify the type, weight and volume of cargo to be stored and period for which storage is required.
- If requested by the Logistics Cluster, a full packing list must be provided.
- The request for cargo storage space must be submitted at least 48 hours prior to the service commencement date.
- Exceptions may be made at the discretion of the Logistics Cluster.
- Organisations requesting storage services are required to provide a focal point to the Logistics Cluster.

- All SRFs are required to be submitted via the authorized email address of the contact point of the Organisation requesting the service.
- The Logistics Cluster will review all submitted SRFs and where necessary, require additional information and/or clarification prior to further processing of SRF. In this regard, the Logistics Cluster may require Organisations requesting storage services to amend their SRF.
- In the event the SRF submitted by the Organisation does not fall within the scope of the services provided by the Logistics Cluster and/or storage space is unavailable, the Logistics Cluster will inform the Organisation in a timely manner that storage services cannot be provided.
- Once a SRF is accepted, the Logistics Cluster will notify and provide the Organisation with a consignment and tracking number and the address of the storage space.
- The Organisation is responsible for delivering the cargo to the storage space provided by the Logistics Cluster.
- The Organisation should inform the Logistics Cluster of the estimated time the cargo will arrive at the storage space.
- The Organisation is responsible for providing the contact details of the truck driver as well as the license plate numbers of the trucks delivering the cargo to the Logistics Cluster.
- The Organisation should provide the Logistics Cluster with waybill numbers (and if possible, copies of the waybills) for the consignment. This is not applicable in the event the Organisation is using the Logistics Cluster transport services.
- Unless otherwise agreed, offloading and handling-in of the cargo at the storage space will be arranged by the Logistics Cluster.
- The Logistics Cluster will confirm reception of the cargo and will only release cargo to the Organisation (or to another agency specifically authorized by the Organisation) after receiving a signed order or **e-mail** from the Organisation. The signed order or e-mail must clearly indicate:
 1. The Consignment Number
 2. Item Description
 3. The number of units to be released
 4. To whom the cargo should be made available.
- The Logistics Cluster will arrange handling-out and will confirm release of the cargo to the Organisation.

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

ROAD TRANSPORT SERVICES

The Logistics Cluster will provide road transport service, subject to capacity, to Organisations requesting such service in the event other road transport services are not present or insufficient on a free to user basis.

Accordingly, this service is not intended to compete with the local transport market. Organisations are encouraged to identify a commercial transporter, if possible, before approaching the Logistics Cluster.

Organisations will be responsible for ensuring that all cargo transported by the Logistics Cluster is adequately insured and that all customs formalities are met prior to transportation.

The Logistics Cluster will provide road transport service in accordance with the priorities set by the United Nations Humanitarian Country Team (HCT). As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

Procedure for Transport Service Requests

The Organisation requesting transport service is required to submit an SRF (Annex 1) to the following Logistics Cluster Logistics e-mail address: mozambique.cargo@logcluster.org. The SRF is available at: <http://www.logcluster.org/ops/moz15a>. Please be advised that the formatting of the SRF may not be altered.

- The information provided on the SRF must specify the type, weight and volume of cargo to be transported, along with the preferred date of dispatch.
- A full packing list must be provided at the time of request.
- The request for road transport service must be submitted at least 24 hours prior to the service commencement date. Exceptions may be made at the discretion of the Logistics Cluster.
- Organisations requesting road transport services are required to provide a contact point to the Logistics Cluster.
- All SRFs are required to be submitted via the contact point of the Organisation requesting the service.
- The Logistics Cluster will review all submitted SRFs and where necessary, require additional information and/or clarification prior to processing any requests and may require Organisations requesting road transport services to amend their SRF.

- In the event that the SRF submitted by the Organisation does not fall within the scope of the services provided by the Logistics Cluster and/or transport capacity is unavailable, the Logistics Cluster will inform the Organisation in a timely manner that road transport services cannot be provided.
- Once an SRF is accepted, the Logistics Cluster will notify the Organisation of such.
- At this stage, the Logistics Cluster will provide the Organisation with a consignment number along with other specifications for pick-up.
- Unless otherwise agreed, the Organisation requesting road transport service is also responsible for loading the trucks at the point of origin and offloading at the final destination.
- The recipient of the cargo at the final destination must confirm receipt by signing the document accompanying the cargo.

The above process is summarized in the flowchart in **Annex 3**.

Airlift services

This service is on a no cost to user basis. The provision and priority of air lift services is determined by the Logistics Cluster based on needs and according to the requests submitted by the relevant organisation to the Logistics Cluster. It is the responsibility of individual organisations to prioritize interventions internally, prior to requesting airlift services from the Logistics Cluster. Organisations should send requests to the Logistics Cluster Air Transport Officer; contact details are available on the following website: <http://www.logcluster.org/ops/moz15a>

Costs

Any additional or exceptional costs incurred during the provision of these services by Logistics Cluster may be charged to the Organisation.

Liability

The Organisation acknowledges and agrees that WFP is providing this additional service free of charge on an "as is" basis and that the use thereof is at the Organisations' own risk.

WFP expressly disclaims and excludes all warranties, express or implied, statutory or otherwise, including but not limited to, the implied warranties of merchantability, non-infringement of third party rights, and fitness for a particular purpose. WFP makes no representations or warranties concerning the accuracy, completeness, security or timeliness of the content, information or services provided on

or through the use of the web application. No information obtained from the website shall create any warranty not expressly stated by WFP in these terms of use.

WFP hereby excludes all liability for any claim, demands, or damages of any kind whatsoever arising out of or in connection with the use of this application including without limitation, indirect or consequential loss or damage; loss of actual or anticipated profits and/or loss of revenue.

Cargo packaging requirements

The Organisation receiving the service is responsible for ensuring that its cargo has been appropriately prepared and able to withstand road transportation hazards.

Organisations receiving transport services must clearly indicate on the cargo details of the final consignee, the destination and contact information, as well as any special cargo handling requirement.

Organisations receiving storage services must clearly indicate on the cargo details of the cargo as well as any special handling requirement.

Large and over-sized items

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

Dangerous goods

The Logistics Cluster may be able, on a case-by-case basis, to transport some dangerous goods. Consultation with the Logistics Cluster is required before submitting an SRF for road transportation service of dangerous goods.

Cold storage

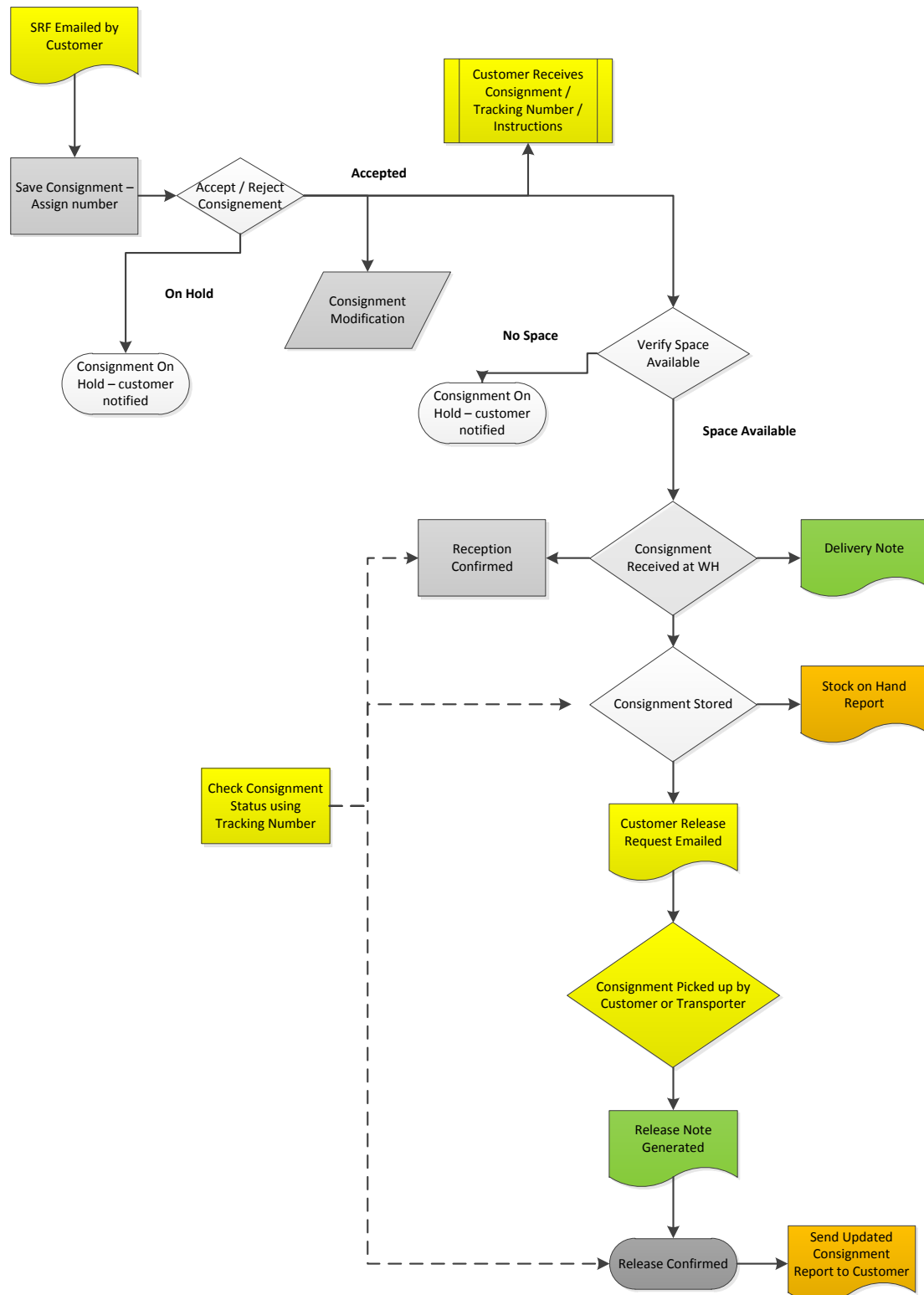
The Logistics Cluster does not usually offer temperature controlled transport or storage. However, requests could be considered on a case-by-case basis with organisations who have signed a Service Level Agreement with WFP for the provision of such specific logistics services in country.

Logistics Cluster / WFP Logistics contact

All inquiries related to Logistics Cluster must be sent to mozambique.cargo@logcluster.org.

Annex 2 – Storage Flowchart

A simplified summary of the usual steps involved in storage services is given in the flow chart below (can be modified and adapted to a specific operation):



Annex 3 – Transport Flowchart

A simplified summary of the usual steps involved in transport services is given in the flow chart below (can be modified and adapted to a specific operation):

