

Transport and Logistics Standard Operating Procedures (SOPs)

1st March 2012

This document provides an overview of the Inter-Agency transport and logistics services as well as coordination mechanisms established by the Logistics Cluster (under WFP leadership) to support all humanitarian cargo consigned within South Sudan, in support of the humanitarian community's response to the earthquake.

The objective of the Logistics Cluster is to provide - in an efficient, coordinated manner - assets, facilities, services and staff, to ensure an uninterrupted supply chain of life saving relief items to the affected populations.

These services are not intended to replace the logistics capacities of the agencies or organisations but rather supplement through the provision of common services.

These services will be offered for a limited period of time, in part or in full, for the following reasons:

- Changes in the situation on the ground
- No longer a perceived need for prioritisation, facilitation or/and coordination
- Funding constraints

This document will be regularly updated as the situation evolves and operational requirements develop.

Please check for updates at: www.logcluster.org/ops/ssd11a

- **These logistics services are only for humanitarian cargo destined for South Sudan**
- **Cargo despatch planning is based on the priorities set by the Humanitarian Coordinator**
- **Dangerous Goods or Cold Chain commodities cannot be accepted**
- **Cargo movements and Storage requests will only be accepted through the use of an electronic Service Request Form (SRF) and with a clearly defined consignee which must be submitted 48 hours prior to the requested time of service**
- **The maximum period of storage shall be 21 days**
- **All cargo must be clearly marked and accompanied by a complete set of paperwork. I.e. Waybill, Packing List and copies of SRF**
- **A Release Order (RLO) signed by an authorised person (user or final consignee) is needed before cargo will be handed over by the Transit Hub Staff to a transporter**

(1) Logistics Cluster services available at no cost:

- Transport modes:
 - Trucking to and from most key humanitarian locations
 - Barge operations from Juba to Malakal only
 - Boat operations between Bentiu, Malakal and Renk
 - Helicopter airlift to locations inaccessible by road.
- Temporary storage, at 17 key humanitarian locations within South Sudan
- Temporary storage is defined as a maximum period of 21 days

(2) How to access the services:

- Individual requests for movement of cargo and storage are to be made using the Service Request Form (SRF) template available at www.logcluster.org/ops/ssd11a/service_request_form/view
- The point of contact for all enquires related to **Cargo** and **Storage** (SRF submissions) to: southsudan.cargo@logcluster.org
- The point of contact for all South Sudan enquires, except cargo is: southsudan.logs@logcluster.org

- Receipt of SRF's will be confirmed by return email and or phone calls.
- After the details of the SRF have been checked by the Logistics Cluster the User will then be informed by email that the SRF has been 'accepted' for further processing and a tracking number assigned to the cargo.

(3) Prioritisation

- The Logistics Cluster, on behalf of the humanitarian community, aims to provide the greatest level of support by moving cargo with the highest priority.
- The level of priority will be defined by the Humanitarian Country Team (HCT) and not by the Logistics Cluster.

(4) Calling forward of cargo

- After a SRF is submitted to the Logistics Cluster, the User will be advised when to deliver its cargo to the requested staging or loading area.
- The calling forward of User's cargo will be based on the priorities set by the Humanitarian Country Team.
- These delivery lead times are clearly indicative and are subject to change.

(5) Notes

1. For barge operations the User is responsible for loading in Juba and off-loading at destination.
2. There are no heavy lifting equipment at any discharge ports so for out-sized cargo prior arrangements for unloading need to be arranged for and paid by the User.
3. Users are reminded that the cost of unloading barge and boat cargo at destination is the responsibility of the user.

Summary of documents needed for the dispatch of commodities:

- SRF approved
- Release Order Form

(6) Cargo updates and enquiries:

- All enquiries on the status of cargo call forwards and cargo deliveries should be made by email to: southsudan.cargo@logcluster.org

ANNEX 1

CONDITION OF SERVICES

- When providing services under the SOPs, WFP acts as agent for the service users. WFP assume no responsibility for the transportation and/or for any loss or damage to the goods carried. Service users are responsible for making adequate arrangement for the insurance of their goods.
- WFP warehouses and Mobile Storage facilities have been made available to all agencies. However, they are not intended for longer term storage. This requires that organisations carefully manage their pipeline. To meet this requirement, organisations should prepare and provide a forecast of intended shipments to the Logistics Cluster in advance prior to southsudan.cargo@logcluster.org (same Haiti hyperlink) submission of actual request. Notification should be sent to using the Service Request Form form, which is available at: www.logcluster.org/ops/ssd11a/service_request_form/view
- Organisations delivering relief cargo to Logistics Cluster storage facilities for temporary storage need to provide full details of the consignment and necessary documentation.

COST

- At the onset of the humanitarian response, WFP will, in its role of Logistics Cluster lead, provide the services at no cost to the users.
- Any additional or exceptional service provided by the Logistics Cluster, over and above the proposed services under these SOPs, will be charged to the User

CARGO PACKAGING REQUIREMENTS

- All cargo being delivered into a hub or staging area must be clearly marked on multiple locations with the consignee organisation's name. The Logistics Cluster will only accept cargo with final destination South Sudan. Cargo in transit should be clearly marked.

LARGE AND OVER-SIZED ITEMS

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

HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

- Logistics Cluster is not able to accept hazardous goods for transportation in South Sudan
- Logistics Cluster is not in a position to offer temperature controlled transport or storage.

COSTS THAT MAY BE INCURRED

Any unexpected costs will be charged to the User. Examples of such costs are:

- Truck detention charges incurred if no one is available to receive cargo delivered to final destinations within South Sudan
- Any other costs incurred due to circumstances beyond the control of the Logistics Cluster and/or the Service Providers