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## Transport and Storage Services

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### OVERVIEW

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This document provides an overview of the logistics services to be made available through the Logistics Cluster, how humanitarian actors responding to the Syria crisis 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.

The services may be withdrawn before this date in part or in full, for any of the following reasons: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 agreed upon/identified needs
- Funding constraints

This document will be updated, and services provided may change as the situation evolves and operational the requirements develop. Updated versions will be shared on the Syria Operation page ([www.logcluster.org/ops/syr12](http://www.logcluster.org/ops/syr12)) and shared via the mailing list.

### KEY NOTES TO USERS

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- i. Any communications, requests, and all documentation related to these services should be sent to: [syria.clustercargo@wfp.org](mailto:syria.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 specialized handling and movement.
- iv. Insurance for the cargo will remain the responsibility of the Service User in all cases.
- v. Implementation of all services is dependent on the security situation; this will affect schedules and access.
- vi. Services will be provided in accordance with the priorities set by the Humanitarian Country Team. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.
- vii. Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) registered with the Government of Syria are eligible to use these services (“Service Users”).

Limitations and conditions of services are available as [Annex 3](#).

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## Overview of Services

The following provides an outline of SOPs for **free-to-user services** facilitated through the Logistics Cluster, including:

- Storage
- Road transport for inter-agency convoys
- Ad-hoc road transport from Qamishli to final destination points

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### TEMPORARY STORAGE SERVICES

WFP is making warehouse space inside Syria available - on a no-cost-to-user basis - to humanitarian organisations for cargo storage (including handling in/out). Currently warehouse space is available in:

1. Aleppo
2. Homs
3. Qamishli
4. Kisweh (Rural Damascus)

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

- Temporary storage will be provided, subject to availability, in a common area to humanitarian organisations.
- All storage space provided is temporary up to three months. The storage space available and the time it is made available for may change depending on the level of usage.
- Service Users should check availability of storage at a minimum of three working days in advance by sending an email to: [syria.clustercargo@wfp.org](mailto:syria.clustercargo@wfp.org)
- Service Users are responsible for ensuring the removal of their cargo within three months.
- In the event that additional time is required for storage usage, the Service User must inform the Logistics Cluster of such requirements prior to the specified date agreed upon.

**NOTE:** Additional storage time will be subject to availability and at the discretion of the Logistics Cluster.

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### HOW TO ACCESS STORAGE SERVICES

- Service Users are required to submit a completed [Service Request Form \(SRF\)](#). The SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: [syria.clustercargo@wfp.org](mailto:syria.clustercargo@wfp.org)
- Emails sent from a known user will be considered as being signed by the sending agency. SRF must be submitted a minimum of two working days before the day the sender expects to have their cargo ready for delivery to the storage facility.
- A single SRF for 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);<https://logcluster.org/ops/syr12a>

- 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/document/syria-service-request-form-user-instructions-0>

All Service Users should provide their organisations PO 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.
- The Logistics Cluster will confirm receipt of the SRF within one working day 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.

- The Logistics Cluster will review all “New” SRFs within one working day 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”.

**NOTE:** For “New” and “On-hold” SRF status there is a limit of two weeks to provide all requested missing information and/or supporting documentation, or to reach an agreement on a resolution concerning “On-Hold” SRFs. If all requested information and/or documentation is not received within two weeks, or a resolution for the “On- Hold” SRFs is not communicated the SRF will be cancelled.

- After receiving confirmation from the Logistics Cluster, the request has been accepted, the requesting organisation should inform the Logistics Cluster 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 Logistics Cluster contact person to enable the trucks with cargo to be guided to the Logistics Cluster’s warehouse.
- The requesting organisation should also provide the Logistics Cluster 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 the Logistics Cluster to easily identify the arriving cargo. However, if the agency is already using the Logistics Cluster transport services, it will not be necessary to provide these details, as the Logistics Cluster will already have them.
- Requesting organisations will bring their cargo to the Logistics Cluster warehouse at their own cost; offloading and handling-in will be arranged by the Logistics Cluster.

**NOTE:** For “Accepted” SRF status all cargo must be received into the warehouse within two weeks of the agreed upon delivery date. Any quantity of cargo not received in that time will be cancelled and recorded as “Not received from Service User”

- The Logistics Cluster will confirm receipt of the cargo in the warehouse by updating the cargo tracking system.
- Cargo will not be released from the warehouse unless the Logistics Cluster either receives a signed [Release Order Form \(RLO\)](#) from the consignor organisation or a scanned copy attached to email from a known agency contact or implementing partner.

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**NOTE:** All RLOs must indicate 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.

- The Logistics Cluster 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: [syria.clustercargo@wfp.org](mailto:syria.clustercargo@wfp.org)

The above process is summarised in the flowchart in [Annex 1](#).

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## ROAD TRANSPORT

Road transport for Inter Agency convoys and ad-hoc road transport from Qamishli to final destination points.

- Cargo insurance and all customs clearance formalities are the responsibility of the requesting organisation.
- 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.
- Transport can be requested for cargo in common storage facilities in Syria (if collection location is in the same location as the convoy departure location). The Service User may also request collection of their cargo from their own warehouse facility or from a commercial service provider acting on their behalf.
- 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 for organising loading.
- All Service Users will be responsible to arrange for unloading at all delivery locations; except in cases where the cargo is received into a common storage facility [see above TEMPORARY STORAGE SERVICES]
- When an organisation submits an SRF for transport with arrival location at a WFP warehouse, the cargo has to be removed from the WFP warehouse within 24 hours. After this period an SRF for storage has to be submitted by the requesting organisation.

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## HOW TO ACCESS ROAD TRANSPORT SERVICES

- Service Users are required to submit a completed [Service Request Form \(SRF\)](#). The SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: [syria.clustercargo@wfp.org](mailto:syria.clustercargo@wfp.org)
- Emails sent from a known user will be considered as being signed by the sending agency. SRFs must be submitted a minimum of two working days before they expect to have the cargo ready to load.
- 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/document/syria-service-request-form-user-instructions-0>

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# Transport and Storage Services Standard Operating Procedures (SOP), 7 October



Syria

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- 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.
- The Logistics Cluster will confirm receipt of the SRF within one working day 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.

- The Logistics Cluster will review all “New” SRFs within one working day 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”.

**NOTE:** For “New” and “On-hold” SRF status there is a limit of two weeks to provide all requested missing information and/or supporting documentation, or to reach an agreement on a resolution concerning “On-Hold” SRFs. If all requested information and/or documentation is not received within two weeks, or a resolution for the “On- Hold” SRFs is not communicated the SRF will be cancelled.

- 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 the loading of the trucks at the point of origin. The requesting organisation is also obliged to provide the shipping documentation to the truck drivers.
- The Logistics Cluster may transport items from its common warehousing locations, using WFP waybills. The Logistics Cluster will confirm the time and pickup of the cargo, once trucks have been confirmed.

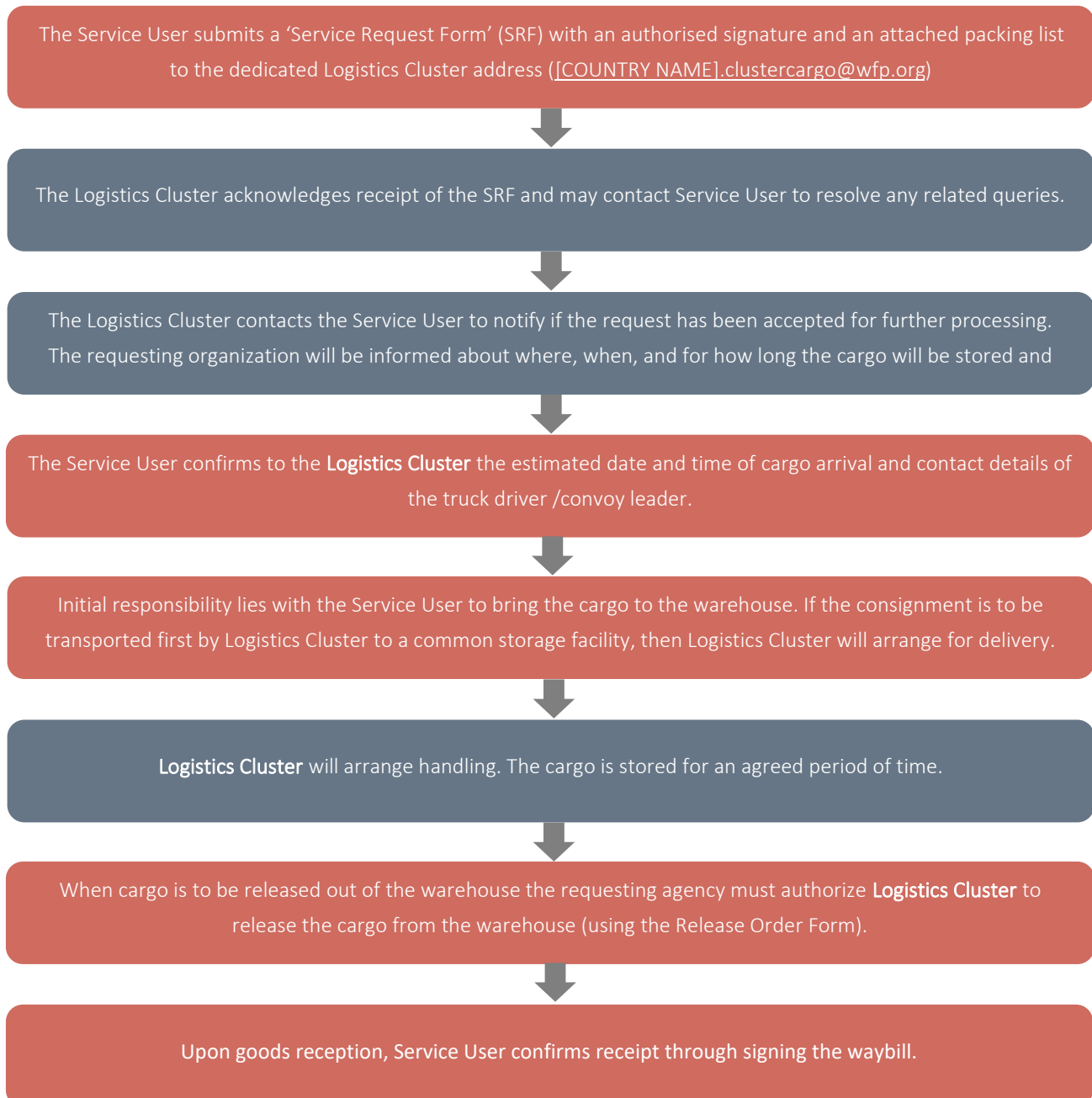
**NOTE:** For “Accepted” SRF status all cargo must be ready to load at the agreed upon date. Any quantity of cargo not ready at that time will be recorded as “Not received from Service User”. A new SRF will have to be submitted for the remaining quantity of cargo not ready at that time, with a new ‘Ready to load’ date.

- The Logistics Cluster will transport the cargo and keep the organisation informed regarding 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.
- 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: [syria.clustercargo@wfp.org](mailto:syria.clustercargo@wfp.org) .

The above process is summarised in the flowchart in [Annex 2](#).

## ANNEX 1 - 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).

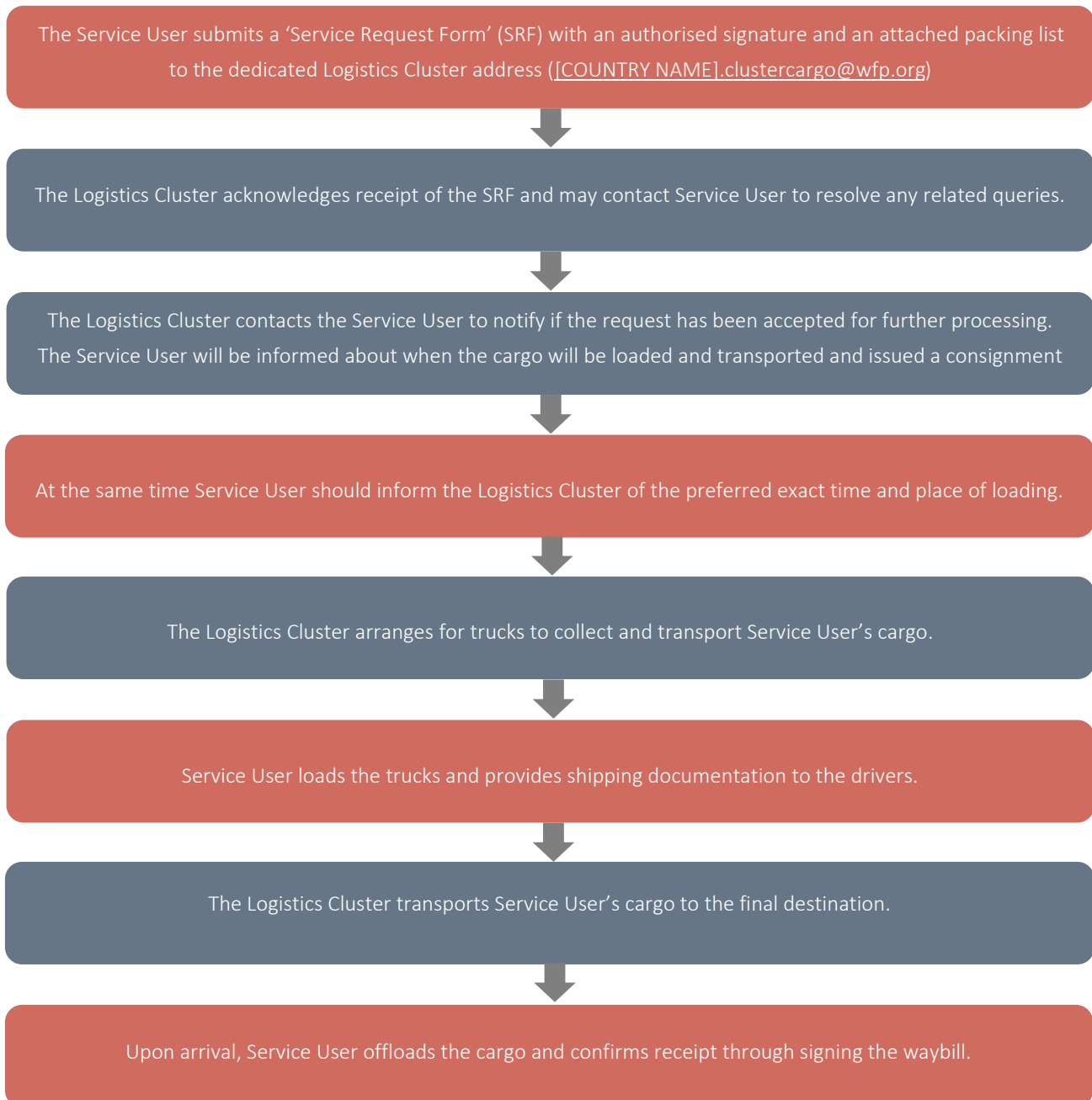


 Steps Service User must take

 Steps Logistics Cluster/WFP will take

## ANNEX 2 - Transport 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).



 Steps Service User must take

 Steps Logistics Cluster/WFP will take

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## ANNEX 3 – Limitations and conditions of services

- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating across the Whole of Syria are eligible to use these services (“Service Users”).
- When providing services under these SOPs, WFP acts as agent for the service users/ requesting organisations. WFP assumes no responsibility for storage or transportation and/ or any loss or damage to the goods carried. The 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 Humanitarian Country Team.
- The point of contact for inquiries related to no-cost-to-user Road Transport and Temporary Storage services is: [syria.clustercargo@wfp.org](mailto:syria.clustercargo@wfp.org)

### CARGO PACKAGING REQUIREMENTS

- 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. The Logistics Cluster 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 the 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 also in the request as well as any special cargo handling requirement.

### LARGE AND OVER-SIZED ITEMS

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

### HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

- The Logistics Cluster is able to accept hazardous goods for transportation on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting an SRF.
- In general, the Logistics Cluster does not usually offer temperature-controlled transport or storage. However, requests would 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.