UNHAS - Sudan
Khartoum Cargo Acceptance Procedures.

Introduction:

UNHAS light cargo service is intended for the use of the humanitarian/development community engaged in relief operations and operating in agreement with the government of Sudan. Cargo is accepted and received from UN Organizations, NGOs & INGOs through Khartoum Cargo Village (KCV) located on Africa Road, adjacent to Police Air Wing. Light cargo is defined as the cargo that ranges between 1-1000 Kg in weight and is transported on space availability basis.

Eligibility:

All organizations registered with HAC/UNOCHA are eligible to use the service after completing UNHAS Sudan user registration process.

Cargo Transport Standard Documents:

1. Cargo Movement Request (CMR).
2. Airway bill/Bill of Laden & Packing list (highly recommended).
3. Medical Supplies documents and certificates.
5. Any other additional documents as required by UNHAS and state authorities.

Outbound Cargo Booking Steps (How to book).

UNHAS Outbound Cargo booking is comprised of the following four steps:

Step One: (CMR Completion & Submission)

Eligible Agencies wishing to book and transport cargo on UNHAS chartered aircraft, must complete a duly signed and stamped CMR (Cargo Movement Request form) available at the below link and attached as an annex to this document.

CMRs must be completed by a designated Agency Focal Point and sent to sudan.unhascargo@wfp.org in order to notify UNHAS cargo officer of their intention to transport cargo on UNHAS flights.

A complete CMR is one which includes clear details of weight, volume, dimensions, type of packaging, number of pieces, contact details (of consignor and consignee) and the relevant account number or budget/charge code.
UNHAS cargo officer shall confirm receipt of the CMR by return email and await a call from the Agency Focal Point to book a delivery date & time before bringing the cargo to KCV (Khartoum Cargo Village/Ref. Step No 4)

UNHAS Cargo officer is reachable during the normal working hours at 0900920233.

**Step Two: (HAC Office Stamps):**

Having sent the signed and stamped CMR to UNHAS cargo designated email, the Agency authorized Focal Point shall then prepare eleven (11) copies of the Cargo Movement Request form (CMR) and attach all other documents such as the Airway Bill (1 original) and proceed to HAC to obtain the following signatures and stamps from the following offices:

**Organizations Department Office:**

The general manager of this office shall sign on three (3) copies of the CMR and refer in writing to the department of Inspection and Scrutiny (HAC National Security/NS) & Intelligence for action.

**Inspection and Scrutiny Office (HAC NS & Intelligence):**

The designated official in this office shall examine the CMR and all other related documents, and then express their approval by stamping on all copies and retaining one for their file.

**HAC Military Intelligence Office also known as the Information Office (MI):**

The designated official in this office shall examine the CMR and all other related documents, and then express their approval by stamping on all copies and retaining one for their file.

**Note:** Step 2 timeline is 24 hrs. However, subject to the availability of HAC Officers, this step sometimes lasts only few hours.

**Step Three: (Khartoum Airport Offices Stamps):**

After collection of all required stamps from HAC, the Agency Focal Point proceeds to the airport with the remaining nine (9) CMR copies to obtain the following stamps from the following offices:
Airport National Security (NS) & Intelligence Office:

The designated official in this office shall examine the CMR and all other related documents, and then express their approval by stamping on all copies and retaining one for their file.

Airport Military Intelligence Office (MI):

The designated official in this office shall examine the CMR and all other related documents, and then express their approval by stamping on all copies and retaining one for their file.

Note: Step 3 timeline is only few hours.

Step Four: Khartoum Cargo Village (KCV)

This step is the one in which the Agency Focal Point comes into direct contact with UNHAS Cargo office. After completing Step 3 and walking away with seven (7) CMR endorsed copies, the Agency designated officer shall email or call UNHAS cargo officer to book a delivery date & time before bringing the cargo to KCV.

The slot time for cargo acceptance by UNHAS staff through Khartoum Cargo Village (KCV) is from 12:00 to 14:00 LT from Sunday to Thursday.

Having booked a delivery date and time, the Agency Focal Point shall arrive at KCV with the shipment to distribute the remaining seven (7) copies of the CMR as follows:

- KCV National Security and Intelligence shall stamp all copies and retain one.
- KCV Military Intelligence (MI) keeps one copy without stamping.
- After weighing the shipment in the presence of UNHAS staff, the Agency Focal point shall pay KCV fees* to KCV Accountant/Cashier who shall also keep one copy.
- KCV CAA Security screens the shipment/DG Check & keeps one copy without stamping.
- KCV Customs Department verifies the shipment and keeps one copy to use it later when the shipment is ready for transport.

KCV Must Do List:

- All cargo shall be screened, and the shipper should be able to repack parcels in case the security services wish to open the shipment.

* KCV fees: Refer to the official KCV fee schedule for the current rates.
UNHAS Cargo Officer shall verify, cross check the weight, accept the shipment amending figures if need be, signing on the remaining copies of the CMR retaining one and handing over the last copy to the shipper as proof of acceptance.

- The Shipper focal point must witness the process of shipment acceptance through KCV.

UNHAS Cargo Officer shall keep users informed about the status of their shipments and respond to all inquiries.

**Note:** Step 4 timeline is two hours or less.

*KCV Fees table pattern (attached as an Annex to this document)*

Cargo weighing from 1-100 Kg costs 120 SDG.

Cargo weighing from 101-200 Kg costs 240 SDG.

Cargo weighing from 201-300 Kg costs 480 SDG.

**Receipt and delivery of In-bound Cargo.**

Users are responsible for collection of their inbound cargo upon UNHAS aircraft arrival. UNHAS Cargo Officer shall ensure contact with consignees beforehand. Uncollected cargo will be kept in the locked cargo container in UNHAS airport hangar pending receipt.

UNHAS Cargo Officer shall ensure delivery of all inbound cargo, keeping signed proof of delivery (POD) filed per each shipment. Delivery is via the Domestic Terminal.

**General Conditions:**

- Only cargo for the sole use of agencies will be accepted. No commercial cargo is allowed.
- Only cargo booked and confirmed via the Cargo Movement Request (CMR) will be accepted. Cargo not conforming to the description, weight, and volumetric dimensions detailed on the CMR, will not be accepted. In addition, cargo poorly packed or poorly labelled will not be transported. The proper packing and labelling of cargo are the responsibility of the consignor. All cargo is subject to inspection by UNHAS staff to ensure compliance with these and all other relevant instructions.
- UNHAS will accommodate cargo movement requests on space availability basis.
Based on guidelines issued by the Steering Committee, UNHAS provides the service in accordance with the priority system. Within each priority category, space is accommodated on a “first booked – first served” practices. However, emergency demands shall be given the highest priority and may disrupt the regularity of the schedule.

- Packages should not exceed 30 kgs in weight.
- One Kg of Cargo is charged at US$3 per Kg.
- It is the responsibility of the shipper to obtain all necessary stamps/clearances and provide approved shipping documents to UNHAS.
- UNHAS requires detailed information on any medical supplies presented for transportation.
- As UNHAS does not have storage capacity at the field/Hubs offices, cargo booked to the spokes will be transported according to the Flights Schedule to ensure same day connection. It is recommended that Users study UNHAS Flights Schedule to have an idea about flights and adjust their cargo bookings accordingly—UNHAS Weekly Flights Schedule attached.
- UNHAS shall reserve the right to reject any cargo that does not satisfy ICAO (International Civil Aviation Organization) or IATA (International Air Transport Association) safety requirements for the transportation of hazardous/dangerous cargo (content and packing) or which may otherwise compromise or jeopardize flight safety. All cargo is flown at the discretion of the aircraft Pilot in Command (PIC).
- Notwithstanding from the fact that UNHAS will arrange maximum possible security of the cargo received and apply safety procedures for loading and transportation, UNHAS will not be liable for any loss or damage to cargo during loading or transportation.

Reference Documents.

- Air Transport Manual (ATM) VER
- Standard Administrative and Operating Procedures — UNHAS Sudan (SOAPs VER)