Bonded Road Transport Services to Syria - Türkiye and Syria Earthquake Response

Bonded Road Transport Services

- The Logistics Cluster can provide bonded road transport of partners’ humanitarian cargo from strategic points of entry in Türkiye (Istanbul, Mersin, Adana, and Gaziantep) for delivery of bonded, non-customs-cleared cargo to three cross-border points with Northwest Syria (Bab al-Hawa, Bab al-Salam, and Al Ra’ee).
- Continuation beyond those border entry points up to a partners’ desired delivery point inside Northwest Syria can be provided on a case-by-case basis.
- These services will be provided on a last resort basis (should the local market be unable to absorb inflow of humanitarian cargo, or if partners face gaps or bottlenecks).
- Transport services are at the risk of the requestor.
- Bonded transport services include most typical relief supplies, including basic pharmaceuticals up to the 15-25°C temperature range. Cold chain transport is not guaranteed.
- Services will be planned based on the availability of transport capacity, access, security, and permissions, and will be prioritized based on needs defined by the Inter Cluster Coordination Group (ICCG).
- All service users of bonded transport service must be fully registered in Türkiye. If users of bonded transport service are not registered in Türkiye, they must consign to a humanitarian partner who is.
- Cargo traveling under bond must supply the appropriate legal documentation prior to service being accepted and are responsible for full importation into Syria.
- At the time of requesting transport services, partners should indicate the detailed information on the cargo, including line-item information, total weights and volumes, and any special handling instructions on the Service Request Form (SRF). Incorrect, inaccurate, or incomplete data provided to the Logistics Cluster may result in cargo not being able to be transported. All costs associated with cargo being stuck at airport/seaport due to incomplete data or documentation are borne by the service requesting party.

How to access bonded road transport services?

- Service Users are required to submit a completed Logistics Cluster Service Request Form (SRF) in Microsoft Excel format from an approved agency contact point to turkey.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 72 hours before they expect to have the cargo ready to load. Requests within 72 hours can be considered on a case-by-case basis.
- 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 here.**
• 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).

• The Logistics Cluster will confirm receipt of the SRF within 24 hours and will either:
  o Request additional clarification or documentation required.
  o 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.

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

• The Logistics Cluster will review all “New” SRFs within 24 hours and will either:
  o Request additional clarification or documentation.
  o Will “Accept” the SRF.
  o 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”.

• Please note that this is a transport-only service. Insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organization.

• The Logistics Cluster may transport items using WFP waybills or waybills of subcontracted companies.

• The Logistics Cluster will confirm the time and pickup of the cargo once trucks have been confirmed.

• The Logistics Cluster will transport the cargo and keep the organisation informed regarding progress.

**Limitations and conditions of services**

• Only UN Agencies, international humanitarian organisations, and international or national non-government organisations (NGOs) operating in 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 availability of resources and will be handled as per priorities set by the Humanitarian Country Team.

• The point of contact for Türkiye/Syria earthquake response inquiries related to Road Transport and Temporary Storage services is: syrtur.logcoordination@wfp.org.

**Large and over-sized items**

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

**Hazardous good 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.

• The Logistics Cluster is not liable for any damage or degradation resulting from non-compliance to GSP and GDP standards.