Standard Operating Procedures (SOPs)

Transport and Temporary Storage, [24, May 2023]

Sudan Operation

GENERAL OVERVIEW

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

These services are planned to be available until August 2023, with the possibility of further extension. The services may be withdrawn before this date in part or in full, for any of the following reasons: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 an agreed upon/identified need
- Funding constraints

This document will be updated, and services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the Sudan Operations page (https://logcluster.org/ops/sdn20a) and shared via the mailing list.

KEY NOTES TO USERS

I. Any communications, requests, and ***all documentation*** related to these services should be sent to Sudan.ClusterCargo@wfp.org.

II. There should only be one SRF per location of origin and destination, and the user should not include multiple pickup locations or multiple destinations on one SRF.

III. A single SRF can be used for multiple services (storage and transport), however, a single SRF should only be submitted for a single consignment.

IV. Once cargo items are in the custody of the Logistics Cluster, onward movement can be arranged by contacting the Logistics Cluster focal points.

V. Insurance for the cargo will remain the responsibility of the Service User in all cases.

VI. Implementation of all services is dependent on the security situation; this will affect schedules and access.

VII. Services will be provided in accordance with the priorities set by the Inter-Cluster Coordination Group. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

VIII. Only UN Agencies, International Humanitarian Organisations, and International or **National** Non-Governmental Organisations (NGOs) operating in Sudan are eligible to use these services (“Service Users”).

OVERVIEW OF SERVICES

Jeddah, Saudi Arabia

- Bonded Storage services – including handling in/out.
- Pharma-ready temperature-controlled storage for the ranges of 2°- 8° C, and 15° - 25°C.
- Cargo consolidation – including handling.
- Sea Transport from Jeddah to Logistics Cluster warehouses in Sudan - including handling in/out.

Port Sudan, Sudan

- Transit storage services – including handling in/out (transit storage times to be updated based on capacity available and onward movements)
- Cargo consolidation – including handling.
- Road transport to partner warehouses downstream in Sudan. Transportation from partners' own warehouses and facilities will be considered on a case-by-case basis. Loading and handling at partner's facilities will be partners' responsibility.

REQUESTING SERVICES

- Service users are required to submit a completed Logistics Cluster Service Request Form (SRF) – either using the online service request process, or by submitting an Excel SRF file copy to Sudan.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 deliver to the storage facility.
- A single SRF for the Temporary Storage or Transport Services 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:
    - Logistics Cluster Online SRF instructions
    - Logistics Cluster Excel SRF Instructions
- All service users should provide their organisation's PO Number(s) or any other internal reference number for the cargo (in the "Owner Reference" field) to facilitate tracking of their goods.
- For transportation services that cross an international border, 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 24 hours and will either:
  - Request additional clarification or documentation required.
  - 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 using the online tracking system with the tracking number provided by the Logistics Cluster.

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:
  - Request additional clarification or documentation.
  - Will "Accept" the SRF.
  - 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".
- All enquiries on the status of cargo can be checked using the online tracking system with the tracking number provided by the Logistics Cluster.

TEMPORARY STORAGE SERVICES

- The Logistics Cluster is making warehouse space available – **at no cost to the user** – to humanitarian organisations for cargo storage (including handling in/out). Currently, warehouse space is available in:
  1. Jeddah (Saudi Arabia)
  2. Port Sudan (Sudan)

  NOTE: *Common storage locations will be continually assessed, and the storage plans will be updated as conditions change.*
- Visitor access to the warehouse is prohibited, and visitation may only be granted in exceptional circumstances.
- Handling services: Offloading and loading services are provided at a Logistics Cluster warehouse during regular working hours provided that users inform the Logistics Cluster focal points **72 hours in advance of arrival**.
- Dangerous goods will be considered on a case-by-case basis. Accurate information on DG must be communicated on the SRF.
- By default, kitting, cross-loading, and cross-docking of cargo are not permitted at Logistics Cluster run facilities. However, kitting and special handling/loading may be handled on a case-by-case basis and must be requested in advance.
- All storage space provided is temporary for up to an initial two weeks however the Logistics Cluster has the right to decrease the transit storage time if required. Users are nonetheless ***strongly advised*** to move cargo as quickly as possible. The storage space available and the time it is made available for may change according to level of usage.
- 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. ***Additional storage time will be subject to availability and at the discretion of the Logistics Cluster.***
- Have prior approval for storage from the Logistic Cluster focal or risk having storage services rejected.

HOW TO USE TEMPORARY STORAGE SERVICES

For all storage locations:

- After receiving confirmation from the Logistics Cluster that the request for storage has been accepted, the Logistics Cluster will contact the requesting agency about the details of storage requirements. Please note, in the early days of the response there may be delays in confirmation of dates and times.
- Once delivery details have been agreed upon, 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 transport company/forwarder used for the delivery process to the Logistics Cluster contact person to enable the trucks with cargo to be guided to the Logistics Cluster's warehouse.

- Cargo arriving at the warehouse should be clearly marked, indicating the requesting agency name, the consignment number assigned by the Logistics Cluster, and if possible, other additional cargo information.
- It is important that items on the SRF match the shipping documents provided by the driver upon arrival – content will be checked as cargo arrives.
- The Logistics Cluster will confirm receipt of the cargo in the warehouse by updating the cargo tracking system (an automatic email will be generated and sent to users).

In the event the partner wishes to manage their own transport from a Logistics Cluster warehouse, they must:

- Submit a formal Release Order Form (ROF), either using the online ROF or by submitting an Excel ROF file to Sudan.ClusterCargo@wfp.org. Instructions for filling out an ROF can be found here.
- The release request should indicate the 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 the release of the cargo to the receiving organisation.
- Once the ROF is complete, the partner will work with the Logistic Cluster focal point to schedule the arrival of vehicles, including dates, times, and vehicle and driver details.
- Cargo pickup must respect the working days and hours of the warehouse.

For cargo stored in Jeddah:

- **Customs:**
  - Organisations sending cargo directly to Sudan, or to Sudan via Jeddah need to obtain their own customs clearance into Sudan. Full information for import procedures into Sudan can be found here.
  - All customs documentation for cargo intended for Sudan must indicate "in transit to Sudan" to facilitate bonded storage.
  - Partners must allocate a specific focal point who is capable of responding and maintaining communication with the Logistics Cluster focal person with regards to the cargo queries in real time (via telephone, email, or in person).

    More information on the customs process for the in-transit cargo will be shared when it becomes available.
- Requesting agencies must arrange for delivery to the warehouse location in Jeddah. Documentation requirements for transport to Jeddah are the obligation of the requestor.
- For storage requests, 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.
- Requesting agencies must enter the bonded free zone using their own forwarder and transporter arrangements, however, they must list the World Food Programme as a notify party on all incoming shipments.
- Exactly delivery address and arrival details will be provided once the request for storage has been approved and the delivery of the cargo is confirmed.

- At the time of requesting storage services, partners should indicate the number of pallets, the size of the pallets, and if pallets are stackable. Palletised cargo information can be added to the “More info” or “comments” sections of the SRF.
- All cargo to be stored must be:
    - palletised to facilitate loading/offloading. Unpalletised cargo will be accepted on a case-by-case basis (indicate cargo overpackaging condition in the comments section of SRF).
    - accompanied by comprehensive packing lists, waybill/bill of lading (note that SRF item list must match the information on the waybill/PL in order for cargo to be accepted by warehouse staff)
- Medical-related storage requests will require review prior to acceptance. SRFs for the temporary storage of medical items must be as detailed as possible.
- Medical-related items requiring temperature-controlled storage should be properly packed and labelled accordingly:
    - Medical items requiring temperature control should be packed in standalone pallets/cartons corresponding to the required temperature ranges. More than one type of item can be stored in the same pallets/cartons as long as they have the same temperature-controlled storage and handling requirements.
    - Cartons/containers/pallets should have relevant markings on the outside of the containers detailing contents, including contents and relevant expiration dates. The temperature range requirement must be clearly marked on the packaging overpacking, template labels are available here and here.
    - All medical items with temperature-controlled requirements must be indicated on the SRF, and must accurately correspond to the contents of the SRF.
    - Medical items requiring special storage or handling that are not indicated on the SRF, inappropriately packaged or intermixed with other general cargo items, or mislabelled at the point of delivery may be handled inappropriately for the duration of the required storage, and/or may be subject to additional regulations of the national authorities of the Kingdom of Saudi Arabia.

For cargo stored in Port Sudan:

- The requesting organisation should also provide the Logistics Cluster with the plate numbers the trucks on which it will be delivered (and if possible, copies of the waybills and PLs). This will enable the Logistics Cluster to easily identify the arriving cargo.
- The Logistics Cluster does not currently offer temperature-controlled storage in Sudan. Partners wishing to store temperature-controlled health items with the Logistics Cluster-provided storage services do so at their own risk.

TRANSPORT SERVICES

- Sea transport from Jeddah to Port Sudan is provided on a free-to-user basis.
- Road transport from Port Sudan to partner locations in Sudan will be provided for free, but will need to be evaluated on a case-by-case basis.
- Service requestors using international transport services facilitated by the Logistics Cluster must conform to the

official import procedures of the country of import. Any agency acting as consignee to cargo imported into any country must be legally registered to do so. The Logistics Cluster will not act as consignee for import or export purposes.

- Organisations will be responsible for insurance of the cargo, 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.
- At the time of requesting transport services, if cargo is palletised, then partners should indicate the number of pallets, the size of the pallets, and if pallets are stackable. Palletised cargo information can be added to the comments sections of the SRF.

HOW TO USE TRANSPORT SERVICES

All transport requests must be made by submitting an SRF in advance. No services will be provided unless the SRF is accepted and the transport is formally arranged.

For transport services from Jeddah to Sudan:
The following documents will be required by customs to before the Logistics Cluster arranges transport from Jeddah:

- The full set of customs documentation required for lawful importation into Sudan, including Packing Lists, Certificate of Origins, Proforma invoices, and all required permissions from the Humanitarian Aid Commission (HAC), General Manager Red Sea Customs, General Manager Sea Port Corporation (SPC), National Telecommunication Corporation (NTC), National Medicines and Poisons Board (NMPB), and any other relevant bodies depending on the nature of the cargo to be shipped.
- All documentation used for import should be provided by the partner in original format. Packing lists, invoices, and certificates can come on the partner letter head, or be provided by the original manufacturer. WFP will only provide BOLs for the sea transport process – all other documentation is the responsibility of the service requesting partner.

Customs procedures will be updated in the event of changes to regulation or new information becomes available. Partners arranging their own transport to Port Sudan will have additional paperwork requirements. If in doubt, partners should check with a qualified customs broker/forwarder for more information.

For road transport services in Sudan:

- If cargo is picked up from a partner manged location using WFP provided transport, then the requesting organisation is responsible for the loading of trucks at the point of origin.
- If cargo is picked up from a Logistics Cluster managed storage location using WFP provided transport, WFP will be responsible for loading vehicles.
- When WFP provided transport WFP will generate waybills however additional documentation from the service requestor may be required.
- The Logistics Cluster will confirm the time and pickup of the cargo once trucks have been identified.
- When the cargo arrives at the final destination, the receiving organisation should arrange offloading (unless the delivery takes places in a Logistics Cluster run facility).
- The sending organisation, or the designated consignee, should confirm receipt through signing the waybill, which

accompanies the cargo. All service users will be responsible to arrange for unloading at all delivery locations, except in cases where the cargo is received into a Logistics Cluster storage facility [*see above TEMPORARY STORAGE SERVICES*].

LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Sudan 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 Sudan inquiries related to **Road Transport and Temporary Storage services** is: Sudan.ClusterCargo@wfp.org

CARGO PACKAGING REQUIREMENTS

- Requesting organisations are responsible for ensuring their items have been packed in the appropriate transport container and are 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 OVERSIZED ITEMS

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

HAZARDOUS GOODS

- 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.