### Accessing Services

- **MUST** submit an SRF for the transport of cargo from Jeddah to Port Sudan at least 78 hours prior to the arrival of cargo to Jeddah.
- **CANNOT** deliver cargo to the Jeddah facility without full prior authorization from the Logistics Cluster.
- **MUST** provide all information and documentation as required to the Logistics Cluster prior to transport services being authorized.

Failure to submit an SRF, or to receive full authorization from the Logistics Cluster prior to shipping can result in cargo being impounded and services being denied.

### Transport Planning

- Requesting agencies must arrange for delivery to Jeddah International Airport (JED) at their own cost – **Incoterms** can be as low as FCA, however, can be up to DAP. Cargo will be transported onward to Sudan free of charge by the Logistics Cluster.
- At the time of submitting an SRF, partners should indicate the number of pallets, the size of the pallets, and if the pallets are stackable.
- Partners must allocate a specific focal point (and alternate) capable of responding and maintaining communication with the Logistics Cluster for cargo queries in real-time.

### Customs Information

- Partners do not need to clear customs in Jeddah – all cargo will be moved in bond.
- All documentation should be made with the intent of customs clearance in Sudan.
- WFP will not act as consignee for customs purposes. WFP will only act as a notify party in Jeddah (provided after SRF is accepted).
- Organisations must obtain their own customs clearance into Sudan.
- All customs documentation for cargo intended for Sudan must indicate "in transit to Sudan" to facilitate bonded storage.

### Required Documents

The following documentation must be provided at least 72 hours prior to arrival of cargo:

- Packing List and Commercial / Proforma Invoice.
- A final copy of the AWB.
- All associated Certificates of Origin, Inspection or other documentation as required for transport and customs.
- For Dangerous goods (DG) items: all **associated SDS/MSDS**, and a copy of the **Shippers Declaration of dangerous goods**.

Partners providing documentation does not constitute a guarantee of service! The Logistics Cluster must also fully agree to receive the shipment first. 72 hours’ notice comes in addition to the 72 hours required for the SRF; partners should plan for 6 days in advance!

### Packaging

- Palletized to facilitate loading/offloading. Unpalletized cargo will be accepted on a case-by-case basis (indicate cargo overpackaging condition in the comments section of SRF).
- Cargo should be properly marked – it is strongly advisable to label pallets indicating the sending partner organization name, the consignment number, and any other associated information.
- DG items in particular should be **clearly labelled**, and conform to minimum labelling standards for all modes of transport.

### Medical and Temperature Controlled Cargo

- Temperature-control medical items should be packed in standalone pallets/cartons corresponding to the required temperature ranges. Multiple items can be stored on 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](#).
- Temperature-controlled requirements must be indicated on the SRF, and must accurately correspond to the contents of the SRF.
- Temperature ranges must be indicated on packing lists, and on the incoming airway bills.

**Items requiring special storage or handling that are not indicated on the SRF, inappropriately packaged / intermixed with other general cargo items, or mislabelled at the point of delivery may be handled inappropriately, and/or may be subject to additional regulations of the national authorities of the Kingdom of Saudi Arabia.**