OVERVIEW

This document provides an overview to the logistics services to be made available through by the Logistics Cluster, the access to common storage service mechanism, and the conditions under which these services are to be provided.

The objective of these services is to enable responding organizations to establish an uninterrupted supply chain pipeline that supports the delivery of humanitarian relief items to the affected population. These services are not intended to replace the logistics capacities of other organizations, 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 of unavailability of other service providers.

These services are planned to be available until 31 December 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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 and operation requirements evolve. Updated versions will be shared on the Yemen Operations page https://logcluster.org/ops/yem10a and shared via the mailing list.

KEY NOTES TO USERS

Any communications, requests, and all documentation related to Logistics Cluster services should be sent to: yemen.logcluster@wfp.org.

- It is a requirement to provide a solo Service Request Form (SRF) per location.
- Storage requests pertaining to cargo with special handling requirements, shall be provided through one SRF, with clearly mentioning the exact handling requirements; this is for sake of assuring that the needed equipment and gear are deployed, and the right handling and movement methods are applied.
- Insurance for the cargo will remain under the responsibility of the Service User in all cases.
- Access to all services and services implementation schedules are subject to change depending on the security situation.
- Services will be provided in accordance with the priorities set by the Humanitarian Country Team. Hence, priority is constantly given to requests related to lifesaving and emergency response activities.
- Only UN Agencies, International Humanitarian Organizations, and International or National Non-Governmental Organizations (NGOs) operating in the Yemen are eligible to use these services (“Service Users”).
Overview of Services

- Temporary Common Storage.

TEMPORARY STORAGE SERVICES

The Logistics Cluster consecutively assesses common needs for the temporary common storage, and in accordance to partner’s needs, the Logistics Cluster makes both dry and temperature-controlled storage spaces available, on a free-to-user basis, including handling in/out.

- The Logistics Cluster is providing Common Storage in Aden with storage capacity of 2,100 m², including 600 m² temperature controlled and cold chain unit.

N.B. Common Storage in other cities and locations will be provided according to common needs and/or demand.

1. Temporary storage will be provided to humanitarian organizations, subject to availability, in a common storage area.
2. Common storage is sharable with all humanitarian partners, on a rotational storage mechanism base, with capability to store dry and temperature-controlled cargoes for an extendable period of up to three months. Availability of storage space along with time it is made available is subject to change according to the level of demand and usage.
3. Service Users are required to verify the availability of space at a minimum of 72 hours in advance by sending an email to Logistics Cluster, through yemen.logcluster@wfp.org.
4. Service Users are responsible for ensuring the removal of their cargo within three months, unless otherwise is agreed upon.
5. In case extra storage time is required, Service User is required to inform Logistics Cluster of such requirements prior to the specified date agreed upon.

N.B. Additional storage days will be granted depending on availability and at the discretion of the Logistics Cluster.

HOW TO ACCESS STORAGE SERVICES

- Service Users are required to submit a completed Logistics Cluster Service Request Form (SRF), SRF must be sent under Microsoft Excel format, from a recognized agency focal point to: yemen.logcluster@wfp.org. Emails sent from a recognized user will be considered as being signed by the sending agency. SRF must be submitted 48 hours prior expected cargo delivery date.

A solo SRF for the Temporary Storage Service shall mention:
- 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 released at, when service(s) end (in the “TO” field).

For more guidance on filling out the SRF can be found at: https://logcluster.org/document/yemen-service-request-form-instructions.

- Service Users are required to provide their organizations PO Number(s) or any other internal Reference Number for the cargo (in the “Owner Reference” field) to facilitate consignment tracking.
- Service Users, who are delegating a Clearing and/or Forwarding Agent to transport their cargo, are required to indicate the
contact details of their Clearing and Forwarding Agent on the SRF, under the “Clearing Agent” field (including: agent/company name, telephone number, contact name, and e-mail address).

- Service Users are required to submit copies of the consignment Packing List and/or a Commercial Invoice along with the SRF.
- The Logistics Cluster will confirm receipt of the SRF within 24 hours of receiving SRF and will either request additional clarification and/or documents, or will register the SRF as “New” in status and will revert with a Consignment Report with a 9-digit Tracking Code to the Service User. N.B. At this stage, no commitment is made to provide the service as requested.
- The Logistics Cluster will review all “New” SRFs within another 24 hours and will either request additional clarification and/or documents, or will “Accept” the SRF; otherwise, the Service User will be communicated with the specific reason for not providing the service at the given time, with granting to Service User the option to “Cancel” or keep the SRF “On-Hold”.
- Upon receipt of confirmation from the Logistics Cluster, the storage request will be considered accepted, and the requesting organization will be required to inform the Logistics Cluster on the estimated delivery date and time of cargo at the Logistics Cluster warehouse. Additionally, the requesting organization will be required to provide contact details of the truck driver/convoy leader to the Logistics Cluster focal point who will provide truck driver/convoy leader with further guidance/instructions to Logistics Cluster warehouse.
- The requesting organization is also required to provide the Logistics Cluster with the consignment waybill numbers (and if possible, copies of the waybills), as well as the truck plate number on which it will be delivered. This will enable the Logistics Cluster to easily identify the arriving cargo.
- Requesting organizations will have to bring their cargo, to the Logistics Cluster warehouse, at their own cost, means, and responsibility. Offloading and handling-in will be arranged by the Logistics Cluster.
- 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 consignee or the partner.
- The release request shall indicate the consignment number, number of units, volume, and tonnage of the cargo to be released, and shall specify to whom the cargo should be made available. The Logistics Cluster will arrange the handle-out process and will confirm the release of the cargo to the receiving organization.
- All inquiries on the cargo status must be verified, using the tracking number, on RITA system: http://rita.logcluster.org/rita2/public/track.htm
- Further inquiries pertained to the consignment shall be sent to: yemen.logcluster@wfp.org.

The above process is summarized in the flowchart in Annex 1.
ANNEX 1 – Access to Common 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 handled by Service User**
  - Service User submits a ‘Service Request Form’ (SRF) with an authorised signature and an attached packing list to the dedicated Logistics Cluster email address (yemen.logcluster@wfp.org).
  - Service User confirms to Logistics Cluster the estimated date and time of cargo delivery and contact details of the truck driver/convoy leader.
  - Service User transports cargo and deliver it at Logistics Cluster warehouse, through his own means and under his full responsibility.
  - For releasing entire cargo, or part of the cargo, from Logistics Cluster warehouse, Service User authorizes Logistics Cluster to release cargo, through using Release Order Form.
  - Upon goods receipt, Service User confirms receipt of cargo through signing the waybill.

- **Steps handled by Logistics Cluster/WFP**
  - Logistics Cluster acknowledges receipt of the SRF and may contact Service User to resolve and/or complete any related queries.
  - Logistics Cluster notifies Service User whether service has been accepted for further processing. Requesting organization will be informed about where, when, and for how long the cargo will be stored.
  - Logistics Cluster arranges the cargo handling mean at Logistics Cluster warehouse, and keeps the cargo stored for the agreed upon period.
  - Upon goods receipt, Service User confirms receipt of cargo through signing the waybill.