Transport and Storage Services

OVERVIEW

This document provides an overview of the logistics services to be made available through the Transport and Logistics Cluster (TLC), how humanitarian actors responding to the crisis in Malawi 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. 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.

**Logistics services are provided on a full cost recovery basis unless otherwise specified.** If free-to-user services are activated, partners and stakeholders will be notified through the mailing list.

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 Malawi Operations page ([https://logcluster.org/en/countries/MWI](https://logcluster.org/en/countries/MWI)) and shared via the mailing list.

KEY NOTES TO USERS

Any communications, requests, and all documentation related to these services should be sent to: malawi.TLCservices@wfp.org.

There should only be one Service Request Form (SRF) per location of origin and destination, and the user should not include multiple pick up locations or multiple destinations on one SRF.

Cargo requiring special handling must have its own SRF form. This is to ensure clarity in exactly which cargo requires specialized handling and movement.

The user should not request multiple services on one SRF. Storage and Transport service requests must be submitted on separate SRFs.

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

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

Services will be provided in accordance with the priorities set by the Humanitarian Country Team. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

Only UN Agencies, International Humanitarian Organisations, the Malawi Department of Disaster Management Affairs (DoDMA) and International or National Non-Governmental Organisations (NGOs) operating in Malawi are eligible to use these services ("Service Users").
Overview of Services

- **Storage**
- **Road Transport**
- **Boat Transport**
- Coordination
- Information Management (including Geographical Information System mapping)

TEMPORARY STORAGE SERVICES

- The Transport and Logistics Cluster can make warehouse space available to humanitarian organisations for cargo storage (including handling in/out). Currently warehouse space is available in:
  - Lilongwe
  - Blantyre
  - Bangula (Nsanje district)

**NOTE:** Other locations for storage space will be considered on a case-by-case basis.

1. Temporary storage will be provided, subject to availability, in a common area to humanitarian organizations.
2. All storage space provided is temporary; for full cost recovery costs will be calculated on an annual basis, for free-to-user services where possible available timelines will be communicated. The storage space available and the time it is made available may change according to level of usage.
3. Service Users should check availability of storage at a minimum of 72 hours in advance by sending an email to malawi.TLCservices@wfp.org. The SRF must be submitted a minimum of 48 hours before they expect to have the cargo ready to deliver to the storage facility.
4. Service Users are responsible for ensuring the removal of their cargo within one month.
5. If additional time is required for storage usage, the Service User must inform the TLC of such requirements prior to the specified date agreed upon.

**NOTE:** Additional storage time will be subject to availability and at the discretion of the TLC.

HOW TO ACCESS STORAGE SERVICES

- Service Users are required to submit a completed Service Request Form (SRF). The SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: malawi.TLCservices@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 48 hours before they expect to have the cargo ready to deliver to the storage facility.

- A single SRF for the Temporary Storage 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 at: https://logcluster.org/document/service-request-form-srf-instructions.
All Service Users should provide their organisations PO Number(s) or any other internal Reference Number for the cargo (in the “Owner Reference” field) to facilitate tracking of their goods.

Service Users requesting collection of their cargo from the warehouse of their Clearing and/or 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).

All Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.

The TLC will confirm receipt of the SRF within 24 hours and will either: request additional clarification or documentation required; or, will register the SRF as “New”.

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

The TLC will review all “New” SRFs within 24 hours and will either: request additional clarification or documentation; will “Accept” the SRF; or 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”.

After receiving confirmation from the TLC, the request has been accepted, the requesting organization should inform the TLC of the estimated date and time of the cargo arrival at the warehouse. The requestor should also provide contact details of the truck driver/convoy leader to the TLC contact person to enable the trucks with cargo to be guided to the TLC’s warehouse.

The requesting organization should also provide the TLC with the waybill numbers (and if possible, copies of the waybills) for the consignment, as well as the plate numbers of the trucks on which it will be delivered. This will enable the TLC to easily identify the arriving cargo. However, if the agency is already using the TLC transport services, it will not be necessary to provide these details, as the TLC will already have them.

Requesting organizations will bring their cargo to the TLC warehouse at their own cost. Offloading and handling-in will be arranged by the TLC.

The TLC 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 TLC either receives a signed Release Order Form (ROF) from the consignor organization or a scanned copy attached to email from a known agency contact or implementing partner.

The release request should indicate 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 TLC will arrange handling-out and will confirm release of the cargo to the receiving organization.

Inquiries regarding the consignment information should be sent to: malawi.TLCservices@wfp.org

The above process is summarized in the flowchart in Annex 1.

ROAD TRANSPORT

The Logistics Sector may provide road transport to and from hard-to-reach areas.

- Organizations will be responsible for insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organization.

- Services will be planned based on the availability of transport capacity, access, security and permissions.
• Transport can be requested for cargo in the TLC storage facilities in Lilongwe, Blantyre, Bangula as well as satellite locations. Service Users may also request collection of their cargo from their own warehouse facility or of a commercial service provider acting on their behalf.

• Service Users requesting collection of their cargo from their warehouse, or the warehouse of a commercial service provider acting on their behalf, will be responsible to arrange for loading.

• All Service Users will be responsible to arrange for unloading at all delivery locations; except in cases where the cargo is received into a TLC storage facility.

RIVER TRANSPORT

The TLC may provide river transport from Bangula to and from hard-to-reach areas. Other areas may be supported on request depending on resource availability.

• Organizations will be responsible for insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organization.

• Services will be planned based on the availability of transport capacity, access, security, and permissions.

• Transport can be requested for cargo in the TLC storage facilities in Lilongwe, Blantyre, Bangula as well as satellite locations. Service User may also request collection of their cargo from their own warehouse facility or of a commercial service provider acting on their behalf.

• Service Users requesting collection of their cargo from their warehouse, or the warehouse of a commercial service provider acting on their behalf, will be responsible to arrange for loading.

• All Service Users will be responsible to arrange for unloading at all delivery locations; except in cases where the cargo is received into a TLC storage facility.

HOW TO ACCESS THE ROAD/RIVER TRANSPORT SERVICES

• Service Users are required to submit a completed TLC Service Request Form (SRF), SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: malawi.TLCservices@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 48 hours before they expect to have the cargo ready to load.

• A single SRF for the Road/River 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)

• 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).

• All Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.

• The TLC will confirm receipt of the SRF within 24 hours and will either: request additional clarification or documentation required; or, will register the SRF as “New”

NOTE: At this point no commitment has been made to provide the service as requested.
• The TLC will review all “New” SRFs within 24 hours and will either: request additional clarification or documentation; will “Accept” the SRF; or 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 requesting organization is responsible for the loading of the trucks at the point of origin. The requesting organization is also obliged to provide the shipping documentation to the truck drivers.

• The TLC may transport items from its common warehousing locations, using WFP waybills.

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

• The TLC will transport the cargo and keep the organization informed regarding progress.

• When the cargo arrives at the final destination, the receiving organization should arrange offloading.

• The sending organization, or the designated consignee, should confirm receipt through signing the waybill, which accompanies the cargo.

• Further inquiries regarding the consignment information should be sent to: malawi.TLCservices@wfp.org

The above process is summarized in the flowchart in Annex 2.

ANNEX 1 - 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 Service User must take**

1. The Service User submits a ‘Service Request Form’ (SRF) with an authorised signature and an attached packing list to the dedicated TLC address (malawi.TLCservices@wfp.org).

2. The TLC acknowledges receipt of the SRF and may contact Service User to resolve any related queries.

3. The TLC contacts the Service User to notify if the request has been accepted for further processing. The requesting organization will be informed about where, when, and for how long the cargo will be stored and issued.

4. The Service User confirms to the Logistics Sector the estimated date and time of cargo arrival and contact details of the truck driver /convoy leader.

5. Initial responsibility lies with the Service User to bring the cargo to the warehouse. If the consignment is to be transported first by Logistics Sector to a common storage facility, then Logistics Sector will arrange for delivery.

6. **TLC** will arrange handling. The cargo is stored for an agreed period of time.

7. When cargo is to be released out of the warehouse the requesting agency must authorize TLC to release the cargo from the warehouse (using the Release Order Form).

8. Upon goods reception, Service User confirms receipt through signing the waybill.

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**Steps TLC/WFP will take**

https://logcluster.org/en/countries/MWI
ANNEX 2 - Transport 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).

1. The Service User submits a ‘Service Request Form’ (SRF) with an authorised signature and an attached packing list to the dedicated TLC address (malawi.TLCservices@wfp.org).

2. The TLC acknowledges receipt of the SRF and may contact Service User to resolve any related queries.

3. The TLC contacts the Service User to notify if the request has been accepted for further processing. The Service User will be informed about when the cargo will be loaded and transported and issued a consignment details.

4. At the same time Service User should inform the TLC of the preferred exact time and place of loading.

5. The TLC arranges for trucks to collect and transport Service User’s cargo.

6. Service User loads the trucks and provides shipping documentation to the drivers.

7. The TLC transports Service User’s cargo to the final destination.

8. Upon arrival, Service User offloads the cargo and confirms receipt through signing the waybill.
LIMITATIONS AND CONDITIONS OF SERVICES

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

CARGO PACKAGING REQUIREMENTS

- Requesting organizations are responsible for ensuring their items have been packed in the appropriate transport container and able to handle the physical requirements of the operational transport. The TLC 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 organizations.

- 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 in the request as well as any special cargo handling requirement.

LARGE AND OVER-SIZED ITEMS

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

HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

- The TLC can accept hazardous goods for transportation on a case-by-case basis. Consultation with the TLC is required before submitting an SRF.

- In general, the TLC does not usually offer temperature-controlled transport or storage. However, requests would be considered on a case-by-case basis with organisations who have signed a Service Level Agreement with WFP for the provision of such specific logistics services in country.