OVERVIEW

This document provides an overview of the logistics services available through the Logistics Cluster, outlines how humanitarian actors responding to emergencies in Somalia can access these services, and details the conditions under which these services will be provided.

The objective of these services is to enable responding humanitarian and development 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.

These services are planned to be available until 31 December 2024, 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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 Somalia Logistics Cluster webpage and shared via the Logistics Cluster mailing list.

KEY NOTES TO USERS

- Any communication and all documentation related to these services should be sent to: somalia.clusterCargo@wfp.org.
- Any partners interested in accessing Logistics Cluster facilitated common logistics services should either submit the request online or can submit filled Service Request Form to somalia.clusterCargo@wfp.org.
- Cargo requiring special handling should be clearly stated in the request. This is to ensure clarity in exactly which cargo requires specialized handling and movement.
- In all circumstances, the user is responsible for insurance of the cargo being transported or bear the liability for any loss resulting from damage, theft or force majeure resulting from the absence of insurance.
- Implementation of all services is dependent on the security situation; this may affect schedules and access.
- Services will be provided in accordance with the priorities set by the Humanitarian Country Team in collaboration with the Inter-Cluster Coordination Unit. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.
OVERVIEW OF SERVICES

Somalia

- Air Transport
- Sea Transport
- Land Transport

AIR TRANSPORT SERVICE

Air transport from Mogadishu (International Airport) to hard-to-reach areas locations (inaccessible or with high level of access constraints by road) is made available on a free-to-user basis. The locations currently categorized as hard-to-reach include: Jowhar, Jalalaqi, Buloburte, Beletwoneye, Huddur, Wajid, Luuq, Dollow, El-Berde, Yeed, Rabdhurre, Baidoa, Buurhakaba, Berdale, El-Wak, Burdhubo, Diinsor, Baardheere, Afmadow, Garbaharey, Dobley, Kismayo, Barawa, Qansaxdhere, and Mahas.

NOTE:
- Organizations will be responsible for payment of required taxes, duties and customs clearance formalities are the responsibility of the owner of the cargo. Cargo can only be transported once cleared and free of movement from customs authorities.
- Services will be planned based on the availability of transport capacity, access, security and permissions.
- The transport day depends on weather and access conditions that are assessed prior to take off and delays or postponements may happen.
- The Service User will inform the Service Provider (WFP) of the time of delivery or any change in the plan.
- Service User will be responsible to arrange transport of his consignment to the LC warehouse - Mogadishu Airport (transhipment point) at the agreed date and time.
- Service User will be responsible for delivering the cargo at LC warehouse - Mogadishu Airport (transhipment point). Service provider will do the offloading at the warehouse.
- Except if agreed otherwise, the service user should plan and load its vehicles considering the use of manual handling procedures at the offloading/loading point. WFP reserves the right to refuse acceptance of requests if the consignment is incompatible with its handling capacity. Oversized or overweight cargo will be handled according to available capacity.
- All trucks arriving at the designated staging facility shall be supported by waybills informing the details of consignee, consignor and transporter as well as accurate details of the cargo being transported for easy verification and conciliation.
- Service Provider (WFP) will be responsible to arrange for loading at the LC warehouse - Mogadishu Airport. The Service Provider will cover the cost of the service.
- Service Provider (WFP) will be responsible to arrange for offloading from the truck and loading into the air asset planned to transport the Service User consignment. Service Provider will cover the cost of the service.

HOW TO ACCESS THE AIR TRANSPORT SERVICES

1. The requesting organization are advised to check transport availability before submitting a request for service using somalia.clustercargo@wfp.org.
2. A unique request must be submitted:
   - By location of origin
   - By final destination location
3. All Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice.
4. Request must be submitted a minimum of 48 hours before they expect to have the cargo ready to load.
5. The Logistics Cluster will review all “New” Service Requests within **24 hours** and will either: request additional clarification or documentation; will “Accept” the Service Request; or will communicate the reason why the service cannot be provided at this time and give the Requesting organization the option to “Cancel” or place the Service Request “On-Hold”. 

6. Once the service is “accepted”, the service user should confirm the estimated date and time of the cargo arrival at the staging facility. The service user should also provide contact details of the vehicle driver to the Service Provider/Logistics Cluster designated person to enable the loaded vehicles to be guided to the point of discharge. 

7. Request update status and details will be made available on RITA and will be accessible by the requesting organization. 

8. 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. 

9. The Service provider will transport Service User’s consignment using WFP or third-party service provider transport documentation. 

10. The Service user is requested to sign off any documentation when the custody of the cargo is transferred from Service User (or its representative) to the Service Provider (or its representative) and vice versa. 

**SEA TRANSPORT SERVICE**

Sea transport is set as an alternative to road/air transport whenever accessibility allows. The Logistics Cluster provides sea transport on a free-to-user basis only as a last resort when organizations are unable to transport urgently required items and lack the capacity or resources to do so. Sea transport services to and from the following locations are offered: 

- Berbera 
- Bossaso 
- Mogadishu 
- Kismayo 

**NOTE:** 

- Organizations will be responsible for insurance of the cargo and all taxes, duties and customs clearance formalities are the responsibility of the owner of the cargo. Cargo can only be transported once cleared and free of movement from customs authorities. 
- Partners are encouraged to check the documentation requirements prior to requesting for services. 
- The WFP Time Chartered (TC) vessel will be used to transport requesting organization consignment. The schedule for the WFP TC vessel continuously updated on the Somalia Logistics Cluster webpage. The Service User will inform the Service Provider (WFP) of the time of delivery or any change in the plan. 
- Services will be planned based on the availability of transport capacity, access, security, and permissions. 
- The transport day depends on weather and delays, or postponements may happen. 
- Except if agreed otherwise, the service user should plan and load its vehicles considering the use of manual handling procedures at point of offloading/loading. WFP reserves the right to refuse acceptance of requests if the consignment is incompatible with its handling capacity. Oversized or overweight cargo will be handled according to available capacity. 
- Service User will be responsible to arrange transport of his consignment to the Port of dispatch at the agreed date and time. 
- All trucks arriving at the designated staging facility shall be supported by waybills informing the details of consignee, consignor and transporter as well as accurate details of the cargo being transported for easy verification and conciliation. It is advisable to vehicles to carry multiple copies of the waybill considering WFP will retain a copy for its records. 
- Service User will be responsible for offloading at Port of destination. Service User will cover the cost of the service. 
- Service Provider (WFP) will be responsible to arrange for loading at the Port of Dispatch. Service Provider will cover the cost of the service.

[https://logcluster.org/ops/som20a](https://logcluster.org/ops/som20a)
• Service Provider will be responsible to arrange for offloading from the vessel at the port of discharge. Service Provider will cover the cost of the service. Direct offloading from vessel/loading to the trucks is preferred.

**HOW TO ACCESS SEA TRANSPORT SERVICES**

1. The requesting organization are advised to check transport availability before submitting a request for service using somalia.clustercargo@wfp.org.

2. A unique request must be submitted:
   - By location of origin
   - By final destination location

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

4. Request must be submitted a minimum of 72 hours before they expect to have the cargo ready to load.

5. The Logistics Cluster will review all “New” Service Requests within 24 hours and will either: request additional clarification or documentation; will “Accept” the Service Request; or will communicate the reason why the service cannot be provided at this time and give the Requesting organization the option to “Cancel” or place the Service Request “On-Hold”.

6. Once the service is “accepted”, the service user should confirm the estimated date and time of the cargo arrival at the staging facility. The service user should also provide contact details of the vehicle driver to the Service Provider/Logistics Cluster designated person to enable the loaded vehicles to be guided to the point of discharge.

7. Request update status and details will be made available on RITA and will be accessible by the requesting organization.

8. 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.

9. The Service provider will transport Service User’s consignment using WFP or third-party serve provider transport documentation.

10. The Service user is requested to sign off any documentation when the custody of the cargo is transferred from Service User (or its representative) to the Service Provider (or its representative) and vice versa.

**ROAD TRANSPORT SERVICE**

Road transport services are the prioritized mean of transportation when and where possible. The Logistics Cluster provides road transport on a free-to-user basis only as a last resort when organizations are unable to transport urgently required items and lack the capacity or resources to do so.

**NOTE:**

- Organizations will be responsible for insurance of the cargo and all customs clearance formalities are the responsibility of the owner of the cargo. Cargo can only be transported once cleared and free of movement from customs authorities.
- Whenever unforeseeable changes on expected collection date and time occurs, the Service User should inform the Logistics Cluster at the earliest possible before the planned transport day.
- Services will be planned based on the availability of transport capacity, access, security and permissions; postponements may happen.
- Except if agreed otherwise, the service user should plan and load its vehicles considering the use of manual handling procedures at point of offloading/loading. WFP reserves the right to refuse acceptance of requests if the consignment is incompatible with its handling capacity. Oversized or overweight cargo will be handled according to available capacity.
- Service User will be responsible to arrange transport of his consignment to the point of dispatch at the agreed date and time.
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- all trucks arriving at the designated staging facility shall be supported by waybills informing the details of consignee, consignor and transporter as well as accurate details of the cargo being transported for easy verification and conciliation. it is advisable to vehicles to carry multiple copies of the waybill considering WFP will retain a copy for its records.
- service user will be responsible for loading at point of collection. service user will cover the cost of the service.
- service user will be responsible to arrange for offloading at delivery point. service user will cover the cost of the service.

how to access road transport services

1. the requesting organization are advised to check transport availability before submitting a request for service using somalia.clustercargo@wfp.org.
2. a unique request must be submitted:
   - by location of origin
   - by final destination location
3. all service users are required to submit copies of a packing list and/or a non-commercial invoice.
4. request must be submitted a minimum of 48 hours before they expect to have the cargo ready to load.
5. the logistics cluster will review all “new” service requests within 24 hours and will either: request additional clarification or documentation; will “accept” the service request; or will communicate the reason why the service cannot be provided at this time and give the requesting organization the option to “cancel” or place the service request “on-hold”.
6. once the service is “accepted”, the service user should confirm the estimated date and time of the cargo arrival at the staging facility. the service user should also provide contact details of the vehicle driver to the service provider/logistics cluster designated person to enable the loaded vehicles to be guided to the point of discharge.
7. request update status and details will be made available on RITA and will be accessible by the requesting organization.
8. 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.
9. the service provider will transport service user’s consignment using WFP or third-party serve provider transport documentation.
10. the service user is requested to sign off any documentation when the custody of the cargo is transferred from service user (or its representative) to the service provider (or its representative) and vice versa.

service limitations and conditions

- only UN agencies, international humanitarian organisations, and international or national non-governmental organisations (NGOs) operating in somalia 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.

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 transport requirements. the logistics cluster reserves the right to refuse
cargo that has not been properly packed, as improper packing can lead to delayed handling and reduced space for other organizations.

- Cargo being transported are required to be cleared labelled, preferably in standardized modular packaging units to facilitate stacking and counting. Handling packages should contain a uniform amount of inventory units.
- The service user is responsible for informing any limitation of stacking capacity of cargo ensuring WFP is able to plan for maximising the use of space by verticalizing cargos in the staging facilities and transport equipment.
- 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 OVER-SIZED ITEMS**

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

**HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS**

- The Logistics Cluster is able to accept Dangerous Goods (DG) for transportation on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting a Service Request.
- WFP aviation follow the IATA/ICAO regulations for the transport of Dangerous Goods (DG) and these regulations are applicable for all goods being transported by air.
- Service Users will be required to submit a DG form for clearance of cargo. The following details are required for clearance of DG:
  - UN/ID No
  - Proper Shipping Name
  - Hazard Class
- DG will be required to be labelled according to the Hazard Labels and Marking as detailed in the IATA/ICAO regulation.
- In general, the Logistics Cluster 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.
- The service user is responsible for maintaining the necessary temperature during transportation and at the delivery vehicle while the cargo is being offloaded. WFP does not have the capacity to guarantee temperature regulation during transport operations.
ANNEX 1 – Service 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. **Submit Service Request Form to Logistics Cluster.**
2. Check if aligned with common service standard operating procedures and under Concept of Operations.
3. Assess transport requirements/modalities.
4. Confirm Service and Readiness.
5. Share with service user on data of shipment of the consignment.
6. Cargo is handed over to WFP for dispatch.
7. Service execution and confirmation.

**Steps Service User must take**

**Steps Logistics Cluster/WFP will take**

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