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 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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 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. A single SRF is to be used for storage service in a single location.
III. Insurance for the cargo will remain the responsibility of the Service User in all cases.
IV. Implementation of all services is dependent on the security situation; this will affect schedules and access.
V. 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.
VI. 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”).

https://www.logcluster.org/en/ops/sdn20a
OVERVIEW OF 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) in:

- Port Sudan, Sudan
- Kassala, Sudan
- Gedaref, Sudan

REQUESTING SERVICES

- Service users are required to submit a completed Logistics Cluster Service Request Form (SRF) – either using the [online service request process](https://www.logcluster.org/en/ops/sdn20a) 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 temporary storage can have only:
  - One location where the cargo is asked to be stored.
  - The estimated date of arrival of the cargo in the facility and the estimated date when the cargo will be asked to be released.

  **NOTE: General instructions for completing the SRF can be found at:**
  - [Logistics Cluster Online SRF instructions](https://www.logcluster.org/en/ops/sdn20a)
  - [Logistics Cluster Excel SRF Instructions](https://www.logcluster.org/en/ops/sdn20a)
- Service users may 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.
- The Logistics Cluster will confirm receipt of the SRF within 24 hours and will either:
  - Request additional clarification or documentation required.
  - 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](https://www.logcluster.org/en/ops/sdn20a) 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](https://www.logcluster.org/en/ops/sdn20a) 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. Port Sudan (Sudan)
  2. Kassala (Sudan)
  3. Gedaref (Sudan)

  NOTE: Common storage locations will be continually assessed, and the storage plans will be updated as conditions change. Please refer to the latest Concept of Operation (ConOps) document available on the Sudan Logistics Cluster webpage.

- Visitor access to the warehouses 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 (DG) 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 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 may change according to the level of usage.

- If additional time is required for storage usage, the service user must inform the Logistics Cluster of such requirements prior to the agreed upon date. Additional storage time will be subject to availability and remains at the discretion of the Logistics Cluster.

- The Logistics Cluster offers temperature-controlled (15 °C to 25 °C) and cold chain (2 °C to 8 °C) storage in Port Sudan. Partners wishing to store temperature-controlled health items with Logistics Cluster storage services can use the services depending on availability of space. Requests follow the same procedures as regular storage services. It is requested that partners mention the temperature requirement per line item when submitting the request to the Logistics Cluster.

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 information.

https://www.logcluster.org/en/ops/sdn20a
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.

- The requesting organisation should also provide the Logistics Cluster with the plate numbers of the trucks from which the cargo will be delivered (and if possible, copies of the waybills and packing lists). This will enable the Logistics Cluster to easily identify the arriving cargo.

- 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.

- Service users are requested to print shipment labels and attach to pallets; if needed, these labels are sent to the service users’ email or can be printed from the tracking page using the 9-digit tracking code.

- 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 (service users can track disposition of the consignment).

If a partner wishes the Logistics Cluster to release their cargo from the storage facility 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 a 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, and the service user must sign a goods released note upon receipt of the cargo.

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 temporary storage services is: Sudan.ClusterCargo@wfp.org

https://www.logcluster.org/en/ops/sdn20a
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 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 for temporary storage need to provide full details of the consignment and necessary documentation as detailed in these SOPs.

LARGE AND OVER-SIZED ITEMS

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

HAZARDOUS GOODS

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