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## GENERAL OVERVIEW

This document provides an overview of the logistics services to be made available through the Logistics Sector, how humanitarian actors responding to the crisis in Nigeria 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.

These services are planned to be available until 31 December 2025, 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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 Nigeria Operations page (<http://www.logcluster.org/sector/ngr16a>) and shared via the mailing list.

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## KEY NOTES TO USERS

1. 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.
2. Requestors should attach as much relevant and required documentation to online SRFs at the time of submission.
3. Any communication, request for information, and all documentation related to service requests **not** attached to the originally submitted online SRF should be sent to [Nigeria.ClusterCargo@wfp.org](mailto:Nigeria.ClusterCargo@wfp.org).
4. A single SRF can be used for multiple services (storage and transport). However, a single SRF should be submitted for a single consignment.
5. Services will be provided, pending the conditions of security and access.
6. Services will be provided in accordance with the priorities set by the HCT/Inter-Sector Coordination Group. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.
7. Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Nigeria, are eligible to use these services ("Service Users").
8. Insurance for the cargo will remain the responsibility of the Service User in all cases.
9. The service provider assumes no responsibility for any loss or damage to the goods transported or stored. All transported or stored goods are subject to quality assurance requirements of WFP and applicable rules and regulations.
10. Pending funding availability, services will be provided at no cost to the user.

### OVERVIEW OF SERVICES

#### Temporary Storage Services

- The Logistics Sector is making warehouse space available - on a free-to-user basis - to humanitarian organizations for NFI cargo storage and temperature-controlled storage for a temperature range between +15 °C to +25 °C (including handling in/out). Currently, warehouse space is available in:

Location	NFI Storage	Temp-Controlled Storage	Implementing Partner
Bama	570 m <sup>2</sup>	20 m <sup>2</sup>	Salient Humanitarian Organization
Banki	720 m <sup>2</sup>	30 m <sup>2</sup>	INTERSOS
Damasak	725 m <sup>2</sup>	35 m <sup>2</sup>	Salient Humanitarian Organization
Dikwa	1020 m <sup>2</sup>	50 m <sup>2</sup>	eHealth Africa
Monguno	1970 m <sup>2</sup>	45 m <sup>2</sup>	INTERSOS
Ngala	1140 m <sup>2</sup>	30 m <sup>2</sup>	eHealth Africa

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

- Temporary storage will be provided, subject to availability, in a common area for humanitarian organizations.
- All storage space provided is temporary for up to three months (90 days). The storage space available and the time it is made available may change according to the level of usage.
- Service Users should check the availability of storage at a minimum of 72 hours in advance by sending an email to [nigeria.clustercargo@wfp.org](mailto:nigeria.clustercargo@wfp.org).
- Service Users are responsible for ensuring the removal of their cargo within three months (90 days).
- If additional time is required for storage usage, the Service User must inform the Logistics Sector of such requirements before the specified date agreed upon.

### REQUESTING SERVICES

- Service users are required to submit a Logistics Sector Service Request Form (SRF) by filling the [Online Service Request Form](#) or the Microsoft Excel version submitted by an approved contact point from an agency to [nigeria.cargocluster@wfp.org](mailto:nigeria.cargocluster@wfp.org), emails from a known user will be considered as being signed by the sending agency. SRFs must be submitted a minimum of 48 hours before cargo delivery at the common storage warehouse facility.
- Once the SRF online has been submitted online, the requestor will receive an automatic email in the email address provided to verify and finalise the submission of the SRF. This step is necessary to confirm the submission of the SRF.
- A single SRF for the Temporary Storage or Pick-up and Transport Services can have only:

- One location *where* the cargo will be handed over for service(s) to start (in the “FROM” field)
- One date *when* cargo will be handed over for service(s) (in the “DATE READY FOR MOVEMENT” field)
- One location *where* the cargo will be handed back when service(s) to end (in the “TO” field)

**NOTE: General instructions for completing the SRF can be found at:**

- [Nigeria - NEW - Online Service Request Form \(SRF\) and Online Release Order Form \(ROF\) - Instructions](#)
- [Nigeria – Excel Service Request Form \(SRF\) – User Instructions](#)
- All service users should provide their organisation’s PO Number(s) or any other internal reference number for the cargo (in the “Owner Reference” field) to facilitate the tracking of their goods.
- For transportation services that cross an international border, all Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF, as well as all other required documentation for export.
- The Logistics Sector will send an automatic notification email to confirm the reception of the SRF and will either:
  - Request additional clarification or documentation required.
  - Send a notification email with the Consignment details and a 9-digit Tracking Code to the Service User.

**NOTE: At this point, no commitment has been made to provide the service as requested. Please see the below.**

- The Logistics Sector will review and accept or cancel the request according to the specific conditions of the common logistics services provided.
- The Service User can track the status of cargo by using the [online tracking system](#) with the tracking number provided by the Logistics Sector.

### TEMPORARY STORAGE SERVICES

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- The Logistics Sector is making warehouse space available – **at no cost to the user** – to humanitarian organisations for cargo storage (including handling in/out). **NOTE: Common storage locations will be continually assessed, and the storage plans will be updated as conditions change.**
- Handling services: Offloading and loading services are provided at the Logistics Sector warehouses during regular working hours provided that users inform the Logistics Sector focal points **72 hours in advance of arrival**.
- Dangerous goods storage items 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-run facilities. However, kitting and special handling/loading may be handled on a case-by-case basis and must be requested in advance.
- In the event that additional time is required for storage usage, the service user must inform the Logistics Cluster of such requirements prior to the specified date agreed upon. **Additional storage time will be subject to availability and at the discretion of the Logistics Sector.**
- Have prior approval for storage from the Logistic Sector focal or risk having storage services rejected.

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### HOW TO USE TEMPORARY STORAGE SERVICES

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For all storage locations:

- After receiving confirmation from the Logistics Sector that the storage request has been accepted, the Logistics Sector will contact the requesting agency about the details of storage requirements.
- 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. Shipments arriving unannounced, without a prior approved SRF, containing undeclared items, or containing items with excessively damaged or compromised packaging may be rejected.
- The Logistics Sector will confirm receipt of the cargo in the warehouse by updating the [cargo tracking system](#) (an automatic email will be generated and sent to users).

In the event the partner wishes to manage release cargo from a Logistics Sector warehouse, they must:

- Submit a formal Release Order Form (ROF), either using [the online ROF](#) or by submitting an [Excel Release Order Form \(ROF\)](#) file to [Nigeria.ClusterCargo@wfp.org](mailto:Nigeria.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 Sector 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 Sector focal point to schedule the arrival of vehicles, including dates, times, and vehicle and driver details.
- Cargo pick-up must respect the working days and hours of the warehouse.

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### LIMITATIONS AND CONDITIONS OF SERVICES

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- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Nigeria 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 (HCT) through the Inter-Sector Coordination Group (ISCG).
- The point of contact for Nigeria inquiries related to **the common logistics services** described in this document is: [Nigeria.ClusterCargo@wfp.org](mailto:Nigeria.ClusterCargo@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 Logistics Sector 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.

### **LARGE AND OVER-SIZED ITEMS**

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

### **SPECIAL CARGO**

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- The Logistics Sector can accept hazardous goods for storage on a case-by-case basis. Consultation with the Logistics Sector is required before submitting an SRF.
- The Logistics Sector does not offer cold chain storage.

# Standard Operating Procedures (SOPs)

Temporary Storage, 12 August 2024

Nigeria Logistics Sector

## 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



Steps Logistics Sector/WFP will take